

Position title:	Information Communication Technology (ICT) Manager	Reporting to:	Executive Manager Shared Services
Program:	ICT	Location:	Winnellie
Approved:	Executive Manager Shared Services	Date:	JUNE 2026
Comments:	This role is based at Winnellie however some travel around the Territory to Anglicare NT's sites will be required.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will be responsible for leading Anglicare NT's ICT service delivery function, including oversight of the ICT Helpdesk, infrastructure and system reliability, cyber uplift activity, IT vendor management, and ICT improvement projects. The role maintains Anglicare NT's ICT Operational Roadmap, coordinating lifecycle planning and project implementation aligned to organisational priorities. The position ensures effective triage, escalation, service standards, performance monitoring and capability development, contributing to a positive digital experience for staff across all Anglicare NT sites. The role also provides organisation-wide coordination of ICT protections, risk mitigation and digital resilience activities, ensuring systems, users and data are safeguarded and enabling secure, reliable and efficient service delivery.

Selection Criteria

Position Specific Requirements

1. Tertiary qualification in Information Technology or equivalent senior experience managing ICT functions for a medium-sized organisation.
2. Experience leading ICT support/helpdesk functions, including staff supervision, workload prioritisation and service standards.
3. Proven experience managing ICT managed service providers, contracts, SLAs, escalation pathways and vendor relationships.
4. Proven experience in technical and systems administration
5. Experience coordinating cyber security uplift activities, risk response processes, or implementation of controls within recognised frameworks.
6. Experience planning and delivering ICT infrastructure, system reliability improvements, or technology projects.
7. Strong client service focus with the ability to translate technical information for non-technical audiences and build digital confidence across staff.
8. Excellent verbal, written and interpersonal communication skills including reporting, stakeholder engagement and problem-solving.
9. Experience working within community services, government or not-for-profit sectors (desirable but not essential).

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.

2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).

Key Responsibilities

1. ICT Planning and Roadmap Delivery

- Develop and maintain Anglicare NT's ICT Operational Roadmap, including lifecycle planning, cyber uplift priorities, vendor sequencing and improvement initiatives.
- Review organisational ICT needs and recommend solutions that enhance service efficiency and continuity.
- Prepare ICT budget inputs, asset replacement schedules and project implementation requirements.
- Monitor roadmap delivery progress and provide reporting, risks and recommendations to the Executive Manager.
- Work with the relevant staff to identify annual capital expenditure budgets relating to IT and communication equipment.

2. ICT Helpdesk and Customer Support Leadership

- Lead the ICT Helpdesk function including supervision, workload coordination, performance coaching and escalation oversight.
- Ensure effective triage, ticket management, escalation pathways and Helpdesk performance standards.
- Monitor Helpdesk trends, user feedback and identify improvement actions.
- Support digital literacy uplift by coordinating onboarding guidance, user training and capability development supports.
- In conjunction with relevant operational staff, help organise regular IT training workshops and events as required

3. Vendor and Infrastructure Management

- Manage performance of ICT managed service providers, ensuring SLAs and service expectations are met.
- Support contract reviews, renewals and the maintenance of strong supplier relationships.
- Ensure availability and reliability of ICT infrastructure, networks, telephony, cloud services and Microsoft environments.
- Maintain ICT inventories, asset registers, licensing and configuration documentation.
- Maintain current databases showing all computers systems including all relevant data
- Maintain licensing agreements for all software as needed
- Project manage implementation projects to achieve results, as required

4. Cyber Security, Risk and Compliance

- Coordinate cyber control implementation, monitoring, access compliance and reporting requirements.
- Maintain ICT risk registers and support incident response and disaster recovery planning.
- Maintain operational ICT policies (e.g., acceptable use, information security, backup and recovery) aligned to Shared Services frameworks.
- Support organisation-wide ICT risk maturity, resilience planning, compliance requirements and continuous improvement in digital protection.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.

- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. Currently this position has up to 2 staff reporting to it.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.