

Position Description: **Information Technology Project Officer**

POSITION DETAILS

Position grade	Grade 12		
Position type	Permanent, full-time		
Reports to	Senior Coordinator Technology Services		
Department	Customer Experience and Technology Services		
Job function group	Professional		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values, and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The role strengthens Council's capability in emerging technologies, cybersecurity, and digital transformation. It supports the delivery of AI driven initiatives, cybersecurity uplift programs, and digital strategy projects. The position also assists with the management and tracking of ARIC (Audit, Risk and Improvement Committee) items, internal audit responses, and compliance actions. The role contributes to project management, research, implementation, and continuous improvement across Council's technology environment.

This position is primarily based at the Auburn and Merrylands Service Centres however the successful applicant will be expected to travel to any of Council's approximately 30 networked sites as required.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in Information Technology, Cybersecurity, Data/AI or a related field, and/or equivalent experience.
- Demonstrated experience or a strong interest in AI, cybersecurity or digital transformation.
- Experience delivering and supporting IT projects.
- Demonstrated analytical, organisational, interpersonal and communication skills.

- Ability to work as an effective team member and establish and maintain business relationships with internal staff and external service providers.
- Demonstrated understanding of risk, audit and compliance processes.
- Class C drivers' licence.

Desirable

- Experience in local government or public sector environments.
- Experience with cybersecurity tools, monitoring platforms or incident response processes.
- Experience with generative AI tools (e.g. Power Automative, machine learning platforms).
- Knowledge of the NSW Cyber Security Policy or similar frameworks.
- Project management certification (e.g. PRINCE2, Agile, PMBOK).
- Demonstrated experience across the Microsoft ecosystem, including Microsoft 365, Azure, Windows operating systems and associated cloud services.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification.
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check).

DUTIES AND RESPONSIBILITIES

Key duties

- Identify, assess, and support the implementation of AI and automation opportunities across Council services.
- Conduct research, proof of concepts, and pilot projects involving machine learning, generative AI, and intelligent automation.
- Assist business units to understand AI capabilities, risks, and ethical considerations.
- Develop documentation, guidelines, and training materials for AI-related initiatives.
- Support the delivery and monitoring of Council's Cybersecurity Strategy.
- Assist with cybersecurity projects, including uplift activities, vulnerability remediation, and awareness programs.
- Contribute to incident response coordination, reporting, and post-incident reviews.
- Maintain cybersecurity registers, dashboards, and compliance documentation.
- Assist with project management activities for the Digital Strategy, including planning, stakeholder engagement, reporting, and implementation support.
- Coordinate project tasks, schedules, risks, and deliverables in collaboration with internal and external stakeholders.
- Prepare project documentation such as business cases, briefs, status reports, and post-implementation reviews.
- Track, monitor, and update ARIC items, internal audit recommendations, and risk-related actions.
- Liaise with business units to ensure timely progress and evidence collection for audit responses.
- Prepare reports, dashboards, and summaries for ARIC meetings and internal governance forums.



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- Provide technical support for systems, applications, and digital tools relevant to AI, cybersecurity, and digital transformation.
- Assist with data analysis, reporting, and system configuration where required.
- Contribute to continuous improvement initiatives across IT operations.
- Stay up to date with emerging technology innovations regarding cybersecurity, privacy and ethical considerations.
- Coordinate multiple concurrent projects with diverse stakeholders.
- Communicate complex technical concepts into accessible information for broad organisational distribution. Ensure audit and compliance actions are completed within required time limits.
- Deliver regular organisation wide communications regarding all AI, cybersecurity and any other related initiatives utilising existing communication channels.
- Provide and assist in general support alongside Technology Services staff

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure.
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure.
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this were to occur.



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Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero-tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk-based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service-oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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