![Electoral Commission South Australia logo]

JOB AND PERSON SPECIFICATIONS

Position Title:	**Program Manager ICT**
Position No:	**TBC**
Classification Level:	**MAS3**
Type of Appointment:	**Temporary term up to 2 years**
Branch:	**ICT**
Date Updated:	**May 2025**

JOB SPECIFICATION

ROLE SUMMARY

The Program Manager ICT is responsible for directing, leading and managing critical ICT projects to support preparation for and delivery of the State and Local Government elections in 2026. Critical ICT projects include the development and integration of key election management systems (existing and new systems) and related ICT security and cyber security projects. With the Deputy Electoral Commissioner, the Program Manager ICT will play a key role in setting the direction of ICT services for ECSA, including modernising existing ICT operations.

The Program Manager ICT will work to deliver a significant program of work including the development and utilisation of systems and technology and managing multiple concurrent ICT projects and service level agreements with external providers, all of which focus on supporting and improving election operations and day-to-day business operations.

The Program Manager ICT will report the Deputy Electoral Commissioner and will be required to contribute to strategic planning and collaborate across other teams to deliver effective services and implement approved projects according to agreed timelines, budget and quality expectations.

The Program Manager ICT will coordinate and manage the work of assigned cross functional project teams, software development teams, casual staff and contractors and develop strategic business relationships with IT service providers, government agencies and other relevant stakeholders as required.

KEY RESPONSIBILITIES

- Lead, manage and oversee the delivery of critical, complex and technical programs of work, including projects to uplift election management systems and solutions.
- Lead, manage and motivate the team to deliver high quality, strategic and complex projects in a high risk and time critical environment within budget, and ensuring all employees have the knowledge to do their jobs well.

- Provide executive visibility of program status.
- Proactively manage resources responsible for ECSA's critical business and technical applications, infrastructure and underlying technology platforms, including external service providers.
- Lead and manage critical relationships with key clients, stakeholders and staff, including leading and participating in critical and complex incident, change and problem management activities across the business.
- Lead and drive professional and collaborative liaison, consultation, advice and partnerships with key internal and external stakeholders, which significantly supports the achievement of the strategic program objectives.
- Manage and oversee the delivery of expert technical consultancy and advisory services in relation to complex project matters.
- Provide expert and timely advice, high level briefings and reports for the consideration of the Deputy Electoral Commissioner and Electoral Commissioner, relevant oversight committees and groups.
- Chair or participate in program and project governance via PMO review and steering committees as relevant.
- Lead the research of, and procurement of ICT products and services, including development services, and actively manage high value contracts to budget (in line with public sector procurement requirements and frameworks).
- Ensure software development activities follow strict adherence to quality standards and conventions and support the strategic and operational needs of the organisation.
- Ensure internal staff, external vendors and service providers comply with change control processes in relation to all aspects of ICT operations and projects.
- Ensure ECSA users are provided with a proactive and efficient ICT Service Desk function, and self-service ICT help and support documentation where appropriate.
- Ensure ECSA applies and maintains compliance with the Government ICT Security Framework and relevant security standards, including the SA Cyber Security Framework.
- Proactively identify opportunities for, and foster a culture of, continuous improvement.

AGENCY RESPONSIBILITIES

- Contribute to effective election management and the provision of best practice electoral services by investigating opportunities to enhance operations and assuming responsibility for specific state and local government electoral projects and agency projects.
- Demonstrate appropriate and professional workplace behaviours that are in-line with the Code of Ethics for the South Australian Public Sector.
- Maintain a commitment to EEO, Diversity and Ethical Conduct according to the principles of the Public Sector Act 2009.
- Contribute to a safe and healthy work environment by taking reasonable care to protect your own and others' health and safety at work by having a knowledge of, and complying with, legislation and ECSA policies and procedures related to the Work Health and Safety Act 2012 (SA).

- Utilise resources and information in a responsible and accountable manner and comply with all Public Sector and ECSA financial, procurement, IT and HR policies and procedures.
- Actively participate in ECSA's Performance Management and Development Program.
- Uphold the values of ECSA as reflected in the Strategic Plan.
- Adhere to quality service standards to ensure objectives of ECSA's Customer Service Charter are fulfilled.
- Keep accurate and complete records of business activities in accordance with the State Records Act 1997.

You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

SPECIAL CONDITIONS

- In order not to compromise the strict neutrality of the Commission, no person who is active in political affairs or intends to carry on this activity may be an employee.
- Employment is dependent upon a National Police Certificate clearance that the Commission finds satisfactory.
- Extensive out of normal working hours duty may be required during the period of an election.
- ECSA staff will be required to work collaboratively with both internal and external staff, contractors, and service providers to ensure smooth operations of ECSA functions, in particular during election events.
- ICT staff will be required to remain current in their training related to technology and data security and understand roles and notification requirements in the event of an incident or breach.
- Some interstate and intrastate travel may be required.
- Incumbent must be able to obtain and maintain a security clearance at Negative Vetting Level 1.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Qualifications
- An appropriate qualification in information systems, computer science or information technology; or certified IT skills qualification from a recognised organisation.

Personal Abilities, Aptitudes, Skills
- Proven ability to work independently, as well as collaboratively, under very broad direction only, exercise significant levels of independent judgment and delegated authority, lead complex technical and organisational change processes and make well informed timely and significant decisions.

- High level written and verbal communication skills including a proven ability to impart information and communicate ICT issues of a complex and/or critical nature in a professional manner to a wide range of audiences.
- Proven ability to analyse program outcomes and re-design and improve business processes and procedures.
- Demonstrated ability to develop business and technical documentation to a high standard.
- Advanced analytical, conceptual and problem-solving skills.
- Demonstrated capacity to exercise sound judgement in a complex and changing environment.
- Display drive, initiative and enthusiasm and the ability to meet tight deadlines.

Experience

- Proven experience in successfully leading the initiation, management and implementation of complex, large-scale technical teams and projects within complex service delivery environments.
- Extensive experience in strategic planning, leading, influencing and supporting strategic ICT development, delivery and evaluation, and leading and managing integrated and cohesive services that support critical, highly available information systems, across a complex organisation.
- Extensive experience in leading, developing, influencing and maintaining collaborative and effective networks, partnerships and operational relationships with internal and external clients, the ICT industry and key stakeholders.
- Proven experience in leading and managing people working in a high-pressure environment.
- Demonstrated experience in proactively establishing and managing service level agreements and contracts to deliver services.
- Demonstrated experience in contributing to the identification of strategic and operational ICT issues and applying analytical, qualitative and research skills to develop appropriate creative strategies for resolution.
- Demonstrated experience liaising effectively and cooperatively with stakeholders at all levels to understand business requirements and achieve outcomes that meet business objectives.
- Experience in managing and maintaining ICT security to meet industry standards.

Knowledge

- Knowledge of the accepted principles and methodologies or program, project and change management and proven ability to manage complex projects within required budget and timelines.
- A proven knowledge of project quality control techniques, business analysis, systems development and project management methodologies and techniques.
- Current knowledge of developments in the ICT industry, the major issues, trends and developments and of the broader business-related issues.

DESIRABLE CHARACTERISTICS

Qualifications

- Post graduate qualifications in ICT or project management.

Personal Abilities, Aptitudes, Skills

- Ability to lead and implement change and continuous improvement in ICT systems.

Experience

- Experience in managing electoral ICT systems.
- Experience in managing ICT systems for a public sector agency or organisation.
- Experience in budgets, procurements, risk management, record keeping, working in sensitive environments and general business acumen.

Knowledge

- Knowledge of electoral commissions and electoral processes.

Reviewed and approved by Electoral Commissioner:			
Accepted by Employee:			/ /
	Name	**Signature**	**Date**