

# COMMUNITY TRANSPORT SERVICES TASMANIA

## POSITION DESCRIPTION



## ICT & Data Manager

### Overview

Business Area	Business Services
Team	Technology & Data
Award	Social, Community, Home Care & Disability Services Award
Position Classification	Social & Community Services Employee Level 6
Number of direct reports	1
Immediate Manager	Chief Financial Officer
Manager-one-removed	Chief Executive Officer

### About CTST

At CTST, our commitment is to provide affordable services to support people to live well and connect with their community.

The needs and experience of each individual consumer is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

We are committed to being good corporate partners and show respect of our community and the environment.

### Position Purpose

The Manager Technology & Data provides coordination and analysis support for the organisation's Information and Communications Technology (ICT), reporting and data management needs. The role leads the organisation's Technology strategy, reporting framework, and digital improvement initiatives.

Reporting to the Chief Financial Officer (CFO), the role is the primary liaison and contract manager for CTST's relationships with the IT managed service provider (MSP) and software vendors.

A core focus of the role is to establish and maintain strong data governance and cybersecurity, ensuring CTST's information assets are accurate, trusted, protected and usable for reporting, budget, compliance and performance management.

## Legislative Knowledge & Understanding

Fair Work Act 2009	Anti-Discrimination Act 1998
Aged Care Act 1997	Workers Rehabilitation & Compensation Act Tasmania 1988
Aged Care Quality and Safety Commission Act 2018	Workplace Health and Safety Act Regulations 2011
Aged Care Quality Standards	Poisons Regulations 2018
Privacy Act 1998	Relevant Industrial Awards and Agreements
Personal Information Protection Act 2004	Public Transport Operator Accreditation Regulations
National Disability Insurance Scheme Act 2013	

## Position Accountabilities

Leadership	<p>Promote values that reflect the spirit and purpose of CTST</p> <p>Lead by example to maintain a supportive organisational culture</p> <p>Foster a strong consumer-centric service culture</p> <p>Uphold and support equity and diversity principles through all areas of the organisation</p> <p>Demonstrate emotional maturity, cultural awareness and flexibility in all dealings</p>
Technical	<p><b>ICT Operations</b></p> <ul style="list-style-type: none"> <li>• Provide operational oversight of key service providers</li> <li>• Lead and support the ICT Coordinator to provide effective ICT support</li> <li>• Ensure onboarding and offboarding processes are secure, efficient and documented</li> <li>• Maintain ICT asset registers, device lifecycle planning and licensing</li> </ul> <p><b>Cybersecurity Assurance</b></p> <ul style="list-style-type: none"> <li>• Ensure cybersecurity controls implemented by the MSP are operating effectively</li> <li>• Review cybersecurity reports and alerts</li> <li>• Confirm remediation actions are completed</li> <li>• Escalate material risks or incidents to the CFO</li> </ul> <p><b>Data Governance &amp; Analytics Enablement</b></p> <ul style="list-style-type: none"> <li>• Support and maintain CTST's data governance framework</li> <li>• Ensure role-based access controls are documented and reviewed</li> <li>• Maintain confidence in data accuracy, completeness and auditability</li> <li>• Support dashboards, KPIs and reporting</li> </ul> <p><b>Vendor &amp; Contract Management</b></p> <ul style="list-style-type: none"> <li>• Manage ICT vendors and service providers effectively</li> <li>• Maintain contract and licence registers</li> <li>• Obtain and evaluate quotes and proposals, and provide recommendations to the CFO</li> </ul> <p><b>ICT Projects</b></p> <ul style="list-style-type: none"> <li>• Lead and support system upgrades, integrations, and automation projects.</li> <li>• Provide input into software selection and procurement processes.</li> <li>• Promote digital capability and adoption across the organisation.</li> </ul> <p><b>Budget, Procurement &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>• Monitor ICT and data-related expenditure</li> <li>• Ensure procurement and delegations are followed</li> <li>• Provide data and insights to support CFO decision-making</li> </ul>

Health, Safety & Wellbeing	<p>Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures</p> <p>Contribute to a safe workplace through a demonstrated commitment to safety improvements</p> <p>Report all safety risks, incidents, and hazards in a timely manner</p> <p>Actively promote a positive approach in the workplace to enhance health and wellbeing</p>
Financial	<p>Monitor project budgets to achieve financial targets</p> <p>Ensure all company assets are treated with care and utilised for the intended purpose</p>
Compliance	<p>Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met, and identify any emerging issues of significance to the organisation</p> <p>Ensure CTST's ongoing compliance with Aged Care Quality &amp; Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation Authority, and other essential quality standards</p> <p>Always ensure that the highest standards of privacy and confidentiality are maintained</p>

## Position Requirements

Technical Qualifications	<p><b>DESIRABLE</b></p> <p>Tertiary qualifications in data analytics, information systems, or a related field</p>
Knowledge, Skills and Experience	<p><b>ESSENTIAL</b></p> <p>Experience in ICT operations, data governance, data management, business systems or operational management</p> <p>Demonstrated ability in overseeing cybersecurity controls and managing risk escalation</p> <p>Strong vendor and contract management capability</p> <p>High level of organisational, analytical and communication skills</p> <p>Commercial awareness and value-for-money focus</p> <p>Able to translate operational data into meaningful insights</p> <p>Collaborative leadership style with appropriate escalation</p> <p>Experience working with outsourced IT providers and system vendors.</p> <p>Ability to explain technical concepts to non-technical audiences.</p> <p>Experience working with users with varying degrees of ICT literacy and experience.</p> <p><b>DESIRABLE</b></p> <p>Experience in the not-for-profit, community services or health sector</p> <p>Familiarity with MSP-supported ICT environments</p> <p>Experience establishing preferred supplier arrangements</p> <p>Experience in data analytics or performance reporting environments</p>
Worker Screening and Position Requirements	<p>Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act</p> <p>Must hold a current driver's licence</p> <p>Must hold a current registration to work with vulnerable people</p> <p>Must be an Australian Resident or hold an Australian Working VISA</p> <p>Intrastate travel will be required</p>

## Position Approval

Name & Role	Summary of Revisions	Approved Date
Heath Dillon Chief Financial Officer	Updated position in the Business Services structure	28/01/2026