



POSITION DESCRIPTION

Position	ICT Manager
Department	Corporate Services
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024 and its successors</u>
Award classification	Administration Grade 6.1
Remuneration	\$121,300 pa, plus 12% superannuation
Terms of engagement	2 years fixed term in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	September 2026
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre (GAC) is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises five distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist workshops and teacher resources. *Creative Engine*, the Centre's industry development hub,

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allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Director, Corporate Services
Supervises	The role includes leadership and supervisory responsibilities overseeing the day-to-day prioritisation and coordination of workloads within the ICT team. The role works collaboratively with other senior Leaders and roles within the Centre to deliver shared goals, experiences and improvement projects. The position manages the following positions: • ICT Applications Coordinator • ICT Business Applications Coordinator • ICT Engagement Officer
Internal Relationships	CEO & Creative Director, Directors, Senior Leaders, Managers, Centre Staff.
External Relationships	Contractors and consultants, community stakeholders, prospective staff, managed service providers, vendor partners, Department of Jobs, Skills,

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Industry and Regions (DJSIR), Office of the Victorian Information Commissioner (OVIC), and other State Government entities.

POSITION OVERVIEW

The ICT Manager provides strategic leadership for Geelong Arts Centre's information and communications technology environment, ensuring technology, systems and digital capability enable the Centre's organisational priorities, creative ambitions and operational resilience. The role leads the implementation of the IT Roadmap, strengthening ICT governance, cyber security, data protection, infrastructure, service delivery and business systems across the Centre, supporting both administrative functions and artistic productions.

Working as a trusted business partner to the Executive Leadership Team, senior leaders and internal stakeholders, the ICT Manager translates organisational needs into practical, secure and future-focused technology solutions. The position also oversees the performance, relationships and contractual outcomes of ICT managed service providers and technology partners, ensuring services are effective, secure, sustainable and aligned with the Centre's strategic objectives.

The role also supports organisational digital maturity by building staff confidence, strengthening technology-enabled ways of working, and contributing to responsible Artificial Intelligence (AI) literacy and adoption across the Centre.

PRIMARY RESPONSIBILITIES

Strategic Planning and Implementation

- Assist Director, Corporate Services to develop and implement the strategic ICT Roadmap.
- Lead the development and implement operational plans in line with strategic goals.
- Ensure end-to-end delivery of the digital ecosystem capability, solutions and services to support the business needs of Geelong Arts Centre.
- Oversee the implementation and change management associated with existing and emerging technologies/ innovations.
- Contribute as a key member of the new GAC AI Taskforce to support the development of a collaborative, organisation-wide AI framework that builds staff understanding, guides responsible use, supports education and training, and enables safe, practical adoption across all areas of the Centre.

Project & Change Management

- Use Project Management methodology to lead ICT strategic and operational projects from conception to completion, ensuring they are planned and delivered with organisational adoption, on time, within scope, and within budget.
- Drive organisational change through ICT capability uplift, working with stakeholders to align ICT initiatives with business goals, providing support for better use of existing technologies or recommendations for emerging technologies / innovations.

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Leadership and Capability Development

- Lead, mentor and develop the ICT team, fostering high employee engagement and building strong relationships with the business for ICT to be seen as trusted / reliable partner.
- Collaborate closely with the Executive Leadership Team (ELT) and Senior Leadership Team (SLT) to support the achievement of strategic goals.
- Build ICT awareness, training approach, digital confidence and technology maturity across the Centre, positioning ICT as a trusted partner and enabler of organisational outcomes.

ICT Service Delivery, Infrastructure and Systems

- Oversee ICT service delivery and act as an escalation point for complex or high-risk technical and service issues.
- Lead continuous improvement of ICT support, network, infrastructure, applications and business systems to improve reliability, usability, security and performance.
- Oversee the administration, security and optimisation of Microsoft 365 and related systems, ensuring performance, reliability and effective use across the Centre.
- Provide strategic direction to the ICT team on the Microsoft technology environment and its alignment with organisational needs.
- Oversee the GAC production related services including the monitoring of technical network infrastructure to ensure support meets reliable business continuity requirements.

Vendor Management

- Manage relationships, contracts and performance outcomes for ICT vendors, consultants and managed service providers, ensuring services are cost-effective, secure, reliable and aligned with agreed service levels.
- Lead contract negotiation, renewal and performance review processes in partnership with relevant internal stakeholders.
- Provide regular reporting on ICT service provider performance, risks, service issues and improvement actions.

Cyber Security, Risk, Compliance and Policy

- Responsible for managing Cyber Security compliance, policy development, incidents, breaches, reporting and practice improvement.
- Ensure ICT practices comply with relevant legislation, Victorian Government requirements, privacy obligations, data protection requirements and applicable industry standards.
- Design robust security measures to protect the centre's data and intellectual property with the assistance of the Governance team.
- Ensure compliance with relevant legislations and alignment with industry standards and State Government regulations including Privacy and Data Protection Act 2014 (Vic)
- Regularly review ICT related business policies to ensure currency with legislation, business rules and best practices.

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- Guide and support the Centre's ICT and Cyber Security training and awareness program and schedule
- Ensure ICT disaster recovery and information recovery processes are integrated into the Centre's Business Continuity and Disaster Recovery Plan and regularly reviewed, tested and improved.
- Contribute to the Centre's risk management processes to identify existing and emerging threats to ICT infrastructure and the information held and to provide effective mitigation controls.

System Administration and Support

- Oversee the administration of Microsoft 365, ensuring optimal performance and security.
- Provide technical strategic direction to the ICT Team on Microsoft stack.

Reporting

- Develop and manage the ICT budget, ensuring cost-effective use of resources.
- Monitor and report regularly on ICT roadmap delivery, strategic initiatives, project progress, operational performance, risks, vendor performance and expenditure.
- Timely report on ICT incidents / breaches and possible threats in line with incidents response framework.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

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SELECTION CRITERIA

Essential qualifications and experience

To be successful in this role, your experience will include but will not be limited to:

- Tertiary qualification in Information Technology, Computer Science, Business Administration, or a related field.
- Minimum of 5 years of experience in ICT management with experience in managing Microsoft 365 environments, applications and services.
- Certification in Microsoft tenant or related technologies.
- An excellent customer service and outcomes focused view, with a passion for service excellence and quality, balanced with pragmatism and delivery.
- Excellent ability to work with and influence stakeholders across the business to assist in delivering tech strategy, including vendors and Managed Service Providers (MSPs).
- Demonstrated ability to lead, mentor, coach and manage a high-performing team
- Significant experience in senior IT role, preferably within cloud-first environments and in organisations governed by government regulations and policy requirements.
- Experience in leading complex infrastructure and / or digital transformation projects to successful implementation.
- Deep understanding of IT infrastructure, cloud computing, cybersecurity and digital technologies.

Desirable qualifications and experience

- Postgraduate qualification or Certifications in Information Technology or related field.
- Expertise in IT Industry frameworks and best practices, including ITIL, project management, Agile, product management, SIAM and IT Security.

Other requirements

- Flexibility in working hours to support daytime, evening, and some weekend work will be required as part of the normal hours of duty for this position.
- The following checks, licences and certifications are required for this role:
 - Current and valid Working with Children's Check (employee)

The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.

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CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Shaping strategic direction	Conceptualises and defines strategies to achieve organisational goals; understands sector and environmental trends and integrates these insights into organisational strategies focused on people, quality, efficiency and impact.
Digital literacy	Promotes technical solutions to modernise work practices, ensuring alignment with business requirements and contemporary digital landscape; actively grows capability in digital communication and technology literacy.
Navigating complexity	Proactively and quickly makes sense of complex issues; effectively responds to difficult or ambiguous situations; making clear, well-reasoned and timely decisions that have a significant impact on the organisation.
Leading teams	Leads with values-in-action, integrity and emotional intelligence to support, develop, motivate, and guide the team to achieve successful outcomes, feel valued and wanting to do their best.
Collaboration	Analyses issues from diverse perspectives, draws sound inferences from information available and offers sustainable practical solutions.
Governance and Compliance	Has demonstrated ability for using Governance principles for ICT to develop and review related policies, processes and procedures.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.