NATIONAL PORTRAIT GALLERY

POSITION DESCRIPTION

Position Details	
Title	**ICT Manager**
Classification	APS 6, PN 6779
Salary	$92,713 - $108,785
Section	Corporate Services
Security Clearance	Baseline
Contact Officer	Trent Birkett, 02 6102 7190 by email at hrservices@npg.gov.au

We acknowledge the Ngunnawal and Ngambri peoples, the Traditional Custodians of the Canberra region, upon whose lands the National Portrait Gallery stands.

About us

The National Portrait Gallery aspires to reflect the face of Australia. It is the place where the national story unfolds with clarity, without complacency or self-satisfaction. We use portraiture to tell Australian stories and to increase understanding and appreciation of Australian people – their identity, history, culture, creativity, and diversity. We are open 364 days a year, offering visitors the opportunity to view the collection and special exhibitions, and participate in a variety of innovative public and educational programs. The Gallery also offers venue hire for private and corporate events and houses a popular cafe and bookstore.

We recognise the great contribution from our staff in realising our mission and values; and encourage applications from Aboriginal and/or Torres Strait Islander people, the LGBTQIA+ communities, people with disability and people from culturally and linguistically diverse backgrounds.

We're committed to ensuring a child safe and child friendly environment, and to sustaining a safe workplace and inclusive culture. Our staff actively contribute to the wellbeing and safety of our visitors and each other.

The Gallery's ICT environment was recently refreshed in 2023 with a complete upgrade of all network, desktop and wireless hardware. There is a combination of Windows and Mac laptops using Microsoft 365 and cloud-based applications to support mobile working. In 2024, the Gallery finalised its transition to a Digital Workplace utilising SharePoint and Teams to support a modern, collaborative and flexible workplace.

The position

Reporting directly to the Chief Operating Officer, the occupant of this position acts with autonomy and self-reliance, responsible for the smooth operation of the Gallery's information and communications technology operations. A capacity to manage ICT related projects, analyse business problems and provide sound solutions through innovative techniques within a public administration framework is an essential part of this role. Through confident communication and negotiation skills, the ICT Manager is responsible for the delivery of Gallery's ICT related third party agreements.

This role is critical for ensuring the effective and efficient use of ICT resources within the Gallery, driving digital technological advancements, and supporting overall business goals.

Key Responsibilities:

- **Monitor ICT Operations:** Manage the ICT operations, ensuring the smooth operation of ICT infrastructure, including hardware (Windows and Mac), software, networks, and other systems.

- **Vendor Management:** Manage and develop relationships with external vendors and service providers.

- **Technology Solutions:** Work closely with other teams within the Gallery to identify and implement technology solutions that enhance business operations and drive digital efficiency.

- **Project Management:** Plan and support ICT projects, including system upgrades and new implementations.

- **Security and Compliance:** Ensure the security and integrity of the organisation's data and compliance with relevant laws and regulations.

- **Policy Development:** Develop and implement ICT policies and procedures to ensure data security, compliance, and efficient operations.

- **Continuous Improvement:** Stay up-to-date with the latest technology trends and best practices and evaluate and recommend modern technologies to improve business operations.

Specific Tasks

- Manage the ICT functions at the Gallery including:
  - Management of the Gallery's ICT assets - hardware and software
  - Supporting network access for staff through the Gallery's IT Services provider
  - Maintenance of the Gallery's SharePoint sites and access
  - Technical support for hardware and software to support operational requirements
  - Manage the mobile phone fleet under the Telstra Enterprise account.

- Contract management for the Gallery's ICT providers.

- Contribute to strategic ICT direction including scoping of ICT requirements for the Gallery.

- An understanding of the Information Security Manual (ISM) and Essential Eight and how they relate to providing a secure IT Environment as a partner of the Australian Cyber Security Centre, including an understanding of how these might be applied in a public-facing cultural institution.

- Digital workplace management including the underlying technology platform for the intranet, including content management, communications and collaboration.

- Oversee and coordinate technology and systems implementation and maintenance.

- Any other duties as reasonably requested and agreed with Supervisor.

Requirements:

- **Experience:** Minimum of 5 years of experience in ICT management. Experience working within a museum or gallery would also be beneficial.

- **Skills:**
  - Strong knowledge of ICT infrastructure, including hardware, software, and networks.
  - Experience with Microsoft 365 administration, including SharePoint development and support.
  - Knowledge of data security and compliance requirements.
  - Creative and innovative problem-solving with strong analytical skills.

  o Ability to manage multiple projects and priorities simultaneously.

  o Excellent communication and interpersonal skills.

  o Experience with budget management and financial planning.

Applicant information

In no more than two A4 pages, please tell us how your skills, knowledge, experience and qualifications make you the best person for this job.

Email your application, a current CV and the [application coversheet](#) to hrservices@npg.gov.au by the deadline listed below.

If you need more information, please get in touch with the contact officer, Chief Operating Officer, Trent Birkett and 02 6102 7190 or by email at [hrservices@npg.gov.au.](mailto:hrservices@npg.gov.au)

Applications close midnight 2 February 2025.

SAFETY AND WORK ENVIRONMENT

ADMINISTRATIVE TASKS	FREQUENCY
Computer based work, sitting or standing at a desk	Frequently
Extensive typing or data entry	Frequently
Graphical, video production or analytical work	Occasionally
Access to designated workstation	Frequently

WORKING HOURS	FREQUENCY
Flexible working hours	Frequently
Fixed start/finish times	Occasionally
Intensive work over an extended period to achieve a deadline	Frequently
After hours events or programs	Occasionally
Peaks and troughs of high and low workload	Occasionally
Overtime	Occasionally
Rostered shift work	Never
Rostered 24/7 on call	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Work directly with visitors and the public	Frequently
Produce work that is subject to critique or external review	Frequently

PHYSICAL DEMANDS	FREQUENCY
Walking long distances	Rarely
Standing for long periods	Occasionally
Working outdoors	Rarely

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Handling collection items	Frequently
Climbing	Rarely
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Repetitive movements in a short amount of time	Rarely

TRAVEL	FREQUENCY
Locally	Frequently
Interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Rarely
Exposure to extreme temperatures	Rarely
Operation of heavy machinery e.g. forklift	Never
Excessive noise	Rarely
Low lighting	Rarely
Handling of dangerous goods/equipment	Never
Mandatory Personal Protective Equipment required	Rarely

MANDATORY PERSONAL PROTECTIVE EQUIPMENT	REQUIRED
Safety Footwear (operation of heavy machinery/lifting)	✗
Gloves (Lifting/exposure to extreme temperatures/ handling of dangerous goods/equipment)	✗
Hearing Protection (excessive noise)	✗
Hi Visibility Clothing (operation of heavy machinery)	✗
Protective Eyewear (handling of dangerous goods/equipment)	✗
Warm Clothing (exposure to extreme temperatures)	✗

SAFETY TRAINING, PERMITS AND CERTIFICATES	REQUIRED
NPG Induction	✓
Driver's Licence	✗
WHS Awareness for Workers	✓
WHS Awareness for Supervisors	✗
Manual Handling	✓
Provide First Aid	✗
Fire Warden	✗
Chief Warden	✗
Business Continuity	✗
Hostile Intruder and Lockdown	✓
White Card	✗
High Risk Work Licence	✗
Work Safely at Heights	✗
Elevated Work Platform	✗
Verification of Competency for plant and equipment	✗

Applicants must possess or have the ability to obtain the required safety training, permits and certificates. Any safety training required is provided by the NPG.

DESIGNATED EMERGENCY ROLES	REQUIRED
First Aid Officer	✗
Area Warden	✗
Floor Warden	✗
Deputy/Chief Fire Warden	✗

DESIGNATED EMERGENCY ROLES	REQUIRED
Business Continuity Team Member	✗
Business Continuity Team Leader/Deputy	✗
Authorised Officer	✗