

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Information Communications & Technology (ICT) Coordinator
Classification:	Level 7
Status:	Full time, Permanent
Location:	Torquay, Victoria
Approved:	ICT Manager – May 2026

Purpose of the position

The **ICT Coordinator** is responsible for ensuring technology enables and enhances the Authority's strategic objectives and facilitates all users achieving their operational priorities.

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (GORCAPA) is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions. Established under the Great Ocean Road and Environs Protection Act 2020, GORCAPA was created to address the complex and fragmented management of the coastline and ensure the long-term conservation of this iconic landscape.

GORCAPA is responsible for managing more than 170,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Visitor Experience Precinct and Cape Otway Lightstation, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA partners deeply with Traditional Owners, local communities and stakeholders to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

About the Information Communications & Technology Team

The Information Communications & Technology (ICT) team is essential to the organisation's success, ensuring that all IT systems are secure, efficient, and innovative. By managing the network, providing

IT support, and safeguarding data and cyber security, the ICT team enables smooth business operations, are responsive to the evolving needs of the business and helps the organisation achieve its strategic objectives.

Primary responsibilities

The key responsibilities of the **ICT Coordinator** include:

- Assist in the implementation of all ICT related strategies.
- Provide direction and assistance to the Management Team on the introduction of new processes, acquisition of new systems and development of infrastructure.
- Promote the effective and efficient design and operation of all major organisational business processes.
- Ensure the effective functioning of all ICT systems and infrastructure and via management of outsourced ICT support and application partners.
- Manage the relationship with external ICT support and application partners.
- Work alongside outsourced ICT support partners to maintain efficient, high availability ICT infrastructure.
- Refer to relevant ICT contractor where necessary for additional skills, expertise and/or information.
- Induct, support and train staff to use information systems, equipment and software accurately and efficiently.
- Oversee the ICT equipment life cycle, including the review, advice and purchase of new software and hardware.
- Implement and manage a comprehensive business continuity / disaster recovery program.
- Troubleshoot hardware and software as required to preserve operational efficiencies.
- Ensure maximum efficiency and clarity is provided through use of all existing and new ICT systems.
- Research and develop options to improve the GORCAPA's ICT System in accordance with Strategic ICT Priorities – including identifying, prioritising and escalating specific and general needs, risks and opportunities.
- Serve as the prime conduit for organisationally relevant ICT innovation, providing qualified recommendations and considered reviews on the strategic appropriateness of emerging technologies and trends to the Management Team.
- Develop clear implementation plans which test proposed systems and manage associated risks.
- Ensure investments in the ICT System and proposed innovation is matched to specific financial strategies and timelines with operational programmers.
- Provide technical assistance to operational programs and undertake technical projects as required.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement.
- Work in accordance with occupational health and safety (OHS) requirements at all times.
- Develop and maintain Policies, Procedures and Guides for users across the ICT System.

- Document problem solving procedures and workflow processes, as appropriate.
- Attend team and general staff meetings as directed by ICT Manager.

Key selection criteria

Qualifications and experience:

- Relevant tertiary qualifications and professional ICT experience (5+ years)
- Extensive experience with network design, configuration, implementation and management of appliances and equipment. Eg. Subnets, VLAN's, etc.
- Good understanding of the requirements of the Essential 8, Victorian Protective Data Security Standards (VPDSS) and ITIL practices and processes
- Advanced experience using analytical tools and various software applications such as:
 - Microsoft Office 365, Intune, MDM, Autopilot, Defender, Purview
 - CRM & SharePoint maintenance and administration
- Excellent knowledge of Azure Active Directory (Entra) and the Azure Ecosystem, eg. SAML, SSO

Knowledge and skills

- Excellent communication and organisational skills and attention to detail and accuracy
- Demonstrated ability to work collaboratively and cooperatively with internal and external stakeholders including third party ICT providers
- Possess excellent troubleshooting skills.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

Special Characteristics

It is also a requirement that you participate in out-of-hours on-call work as directed, along with the explicit requirement to travel for duties, meetings, training, etc. at all locations managed by the Authority.

Organisational relationships

Reports to:	ICT Manager
Direct reports:	ICT Officer
Internal liaisons:	All Great Ocean Road Coast and Parks Authority departments
External liaisons:	Community, agencies and government stakeholders.