

# Role Description

(Manager)



**Our purpose – Helping South Australians Conserve, Sustain and Prosper.**

**Role Title:** Manager, ICT Contracts Services

**Classification Level:** ASO8

**CHRIS Position Number:** P48943

**Division:** Corporate, Heritage and Climate Action

**Branch/Unit:** Information & Communication Technology

**Reports to (Title):** Director, ICT/Chief Information Officer (CIO)

## About the Agency – [Department for Environment and Water](#)

### About the Role

The Manager, ICT Contracts Services is a senior leadership position within the ICT Branch, reporting directly to the Director ICT/CIO. This role is critical to ensuring effective governance and performance of all ICT contracts and procurement activities across the Department for Environment and Water (DEW).

DEW ICT receives services from other agencies, whole of Government contracts, third party vendors, cloud providers, SaaS and individual contractors. DEW ICT also provides services for other agencies which are covered by SLAs and invoiced on a regular basis. All of these scenarios for contract services fall within the remit of the Director, ICT/CIO.

This role requires an understanding of many contract types (licensing, service, hosting, service provision, etc) and expects that the incumbent maintains performance of those contracts in terms of outcomes and finances. The role also requires that the incumbent maintains a sound relationship with all stakeholders to ensure that negotiations, creation of contracts, renewals or any other aspect of contract management is performed to the best advantage to this Agency. The role requires a meticulous approach to managing detail and performance given the value and importance of the contracts under the control of this role.

All ICT contracts managed have a component delegated back to the relevant business owner to maintain a relationship between the business function and the relevant service provider. However, all aspect of cost, risk management, performance management and change control remain with ICT. As such a strong working relationship across all stakeholders is required as well a working knowledge and experience in managing risk and developing mitigation strategies.

Given the complexity of the organisation and the number of services under transition, an understanding of an ICT environment is beneficial.

### Key Role Outcomes

- Develop and implement ICT contract management frameworks aligned with whole-of-government procurement policies and agency objectives. Ensure ICT procurement and contract frameworks support innovation, cost-effectiveness, and risk mitigation.
- Lead the whole-of-agency ICT contract portfolio strategy, including optimisation, renewal, negotiation, and lifecycle management of all ICT contracts.
- Oversee ICT contract budgets, ensuring accurate forecasting, financial reporting, and alignment with government financial management standards.

- Build and maintain strong relationships with internal stakeholders, vendors, and suppliers to ensure contracts deliver value-for-money and meet performance obligations.
- Drive continuous improvement initiatives in ICT procurement and contract management processes.
- Ensure the effective management of human, financial and physical assets with the unit/team through appropriate planning and allocation of resources to achieve agreed business and strategic plans.
- Lead, develop and foster a positive work culture which is based on SA Public Sector Code of Ethics values and promote customer service, learning and development, safety, and welfare of employees, acknowledge differences and encourage creativity and innovation, which is highly responsive to the needs of the business, our partners and external clients.

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### Essential Criteria (including qualifications)

- Demonstrated ability to work independently, with experience in making sound decisions of critical importance to operations that may impact significantly on the achievement of Government and Agency objectives.
- Demonstrated knowledge and proven experience in creating, reviewing, renewing, negotiating and managing technical contracts and licensing agreements in a complex environment
- Demonstrated knowledge of risk management and risk mitigation in terms of contract and vendor performance
- Demonstrated experience in taking responsibility for the performance of contracts, particularly in a complex technical environments
- Demonstrated experience in engaging stakeholders and fostering relationships to improve overall customer service.
- Demonstrable partner/vendor management skills.
- Ability to communicate effectively with both technical and non-technical stakeholders across various teams and levels of management.
- Experience with whole-of-government ICT procurement frameworks and digital transformation projects.
- Experience in leading teams showcasing strong leadership skills in driving projects from inception to completion, while prioritising team cohesion, high performance, and stakeholder satisfaction.

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### Desirable Criteria

- Tertiary qualification in business management, information technology/management is desirable.

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### Direct Reports

- Senior Contract Management Officer (ASO6 X 1.0 FTE)

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### Key Relationships/Interactions

- ICT Branch Leadership Staff.
- Managers across the Agency.
- Other Government agencies, industry groups, and information technology organisations.

- ICT suppliers, vendors and service providers.

## Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.
- May be required to undertake intra or interstate travel, occasional overnight absences
- May be required to work outside of the normal hours.

Core Competencies	Elements	Behavioural Indicators
<b>Shapes Strategic Thinking and changes</b>	<ul style="list-style-type: none"> <li>• Thinking and Acting Strategically</li> </ul>	<ul style="list-style-type: none"> <li>• Uses information, knowledge and results of analysis to deliver achievable and practical solutions.</li> <li>• Advocates for change and continuous improvement.</li> </ul>
<b>Achieves Results</b>	<ul style="list-style-type: none"> <li>• Making Decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Predicts and assesses the political impact of a decision as well as the impact on relevant stakeholders.</li> <li>• Takes into account information from a range of sources, including factual data and opinions of others.</li> <li>• Makes informed and timely decisions even in difficult and highly complex situations.</li> </ul>
<b>Drives Business Excellence</b>	<ul style="list-style-type: none"> <li>• Optimising performance</li> <li>• Facilitating Quality and Continuous Improvement</li> <li>• Promoting Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Monitors performance and takes action when required to improve delivery of outcomes. Ensures ongoing performance management to provide clarity of role, staff responsibilities and expected standards.</li> <li>• Keeps abreast of changes across the Agency and uses this knowledge to continually develop and improve performance.</li> <li>• Actively works with people to build a culture focused on achieving a 'win-win' situation with customers.</li> </ul>
<b>Forges Relationships and Engages Others</b>	<ul style="list-style-type: none"> <li>• Influencing and Negotiating</li> <li>• Establishing and Maintaining Networks</li> </ul>	<ul style="list-style-type: none"> <li>• Recognises and takes into account the cultural differences of stakeholders when in negotiation</li> <li>• Able to recognise other viewpoints and demonstrate 'give and take' when appropriate.</li> <li>• Can successfully influence a broad range of stakeholders with differing viewpoints towards a common position.</li> </ul>

<b>Exemplifies Personal Drive and Professionalism</b>	<ul style="list-style-type: none"> <li>• Displaying Flexibility and Resilience</li> </ul>	<ul style="list-style-type: none"> <li>• Adapts quickly and responds positively to the unexpected.</li> </ul>
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## Work Health and Safety

### Lead workplace safety procedures and programs

- Proactively ensures all direct reports understand workplace health and safety requirements and responsibilities.
- Leads and participates in health and safety discussions in the workplace.
- Identifies hazards, assesses risks and implements procedures for controlling risks.
- Implements procedures for dealing with incidents and emergency events.
- Maintains appropriate workplace safety records.
- Implements procedures for managing injured workers.

## Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- As an individual it is your responsibility to actively participate in the Department's Performance Review and Development Program. As a manager you are required to action the Performance Review and Development Program inclusive of 6 monthly reviews, for all employees for whom you are responsible.
- Recruit appropriately qualified and experienced staff to the unit/team.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

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