



POSITION DESCRIPTION

Role title:	Manager Information Technology	Position number:	ERA22391
Status:	Permanent	Classification:	Level 7
Division:	Corporate Services	Effective date:	May 2026
Team area:	Information Technology		

Conditions of employment are in accordance with the current *Public Sector CSA General Agreement* and the *Public Service Award 1992*.

Reporting Relationships

Number of Positions Supervised 2

Supervisor

Position number: ERA24042
Position title: Director Corporate Services
Classification/Level: Level 8

Organisational Context

The ERA is the independent economic regulator of electricity, gas, water, and rail in Western Australia.

Our purpose is to benefit all Western Australians by promoting strong economic outcomes through effective regulation and decision making. We strive to make sure current and future consumers pay no more than necessary for safe and reliable utilities.

The Corporate Services division ensures our human resources, financial management, information management and technology services are fit for purpose, have good controls and maintain a high degree of compliance. We also manage governance, audit and risk.

Our work supports the ERA's two regulatory divisions, Regulation and Energy Markets, and the Office of the CEO.

How we work is just as important to us as what we do. Our people have integrity, strive for excellence, and build trust.

Position Summary

The Manager Information Technology provides strategic leadership and operational management of the ERA's information technology environment, ensuring secure, reliable and fit-for-purpose digital services that enable regulatory, corporate and executive functions. The role leads the planning, delivery and continuous improvement of core ICT services, cyber security, cloud and business platforms, end user support, infrastructure, information management enabling technologies, and digital transformation initiatives. The position is also responsible for ICT governance, risk management, procurement, vendor oversight, budgeting and the leadership of the IT team to ensure services align with organisational priorities, public sector requirements and contemporary best practice.

Position Activities

- Leads the development, implementation and continuous improvement of the ERA's information technology strategy to support organisational objectives.
- Develops and maintains strong and effective cyber security controls and practices to protect information, systems and services.
- Manages the delivery and support of enterprise technology services including end-user computing, Microsoft 365, collaboration platforms, cloud services, networks, and servers.
- Leads and develops the IT team, setting priorities, allocating resources, managing performance and fostering a collaborative and customer focussed service culture.
- Develops, implements and maintains the ERA's IT policy and guidelines to support effective management, accountability, compliance and consistent decision-making across the organisation's technology environment.
- Manages ICT budgets, procurement activities, contract negotiations, licensing, renewals and vendor performance in accordance with organisational and government policy.
- Leads the delivery of ICT and digital projects, including upgrades, platform improvements, security initiatives and business system enhancements, ensuring appropriate governance and change management processes are followed.
- Leads and supports the responsible adoption of artificial intelligence, automation and data analytics capabilities to improve decision-making, service delivery, reporting and efficiency across the ERA.
- Represents the ERA on internal and external committees, working groups and engagements, and actively promotes compliant, ethical and accountable practices consistent with public sector legislation, policy, delegations and the ERA's values.

- Actively promotes and models behaviour demonstrating compliance with public sector legislative requirements and departmental policies, procedures, including exercising given delegations. In this regard particular attention is given to the application of:
 - The guidelines and principles of the Western Australian Public Sector Code of Ethics and the ERA's Code of Conduct within a framework of high ethical standards and behaviours.
 - Appropriate Work Health and Safety and Equal Opportunity legislation and plans, policies, standards and practices.

Position Competencies

ESSENTIAL:

- Substantial experience leading an enterprise ICT function, including service delivery, infrastructure, cloud and collaboration platforms, end-user computing and business applications.
- Substantial experience in cyber security, risk management and governance within contemporary enterprise technology environments, including cloud-based platforms and managed services.
- Substantial experience managing a busy IT support service while leading, coaching and developing staff, managing team performance and allocating resources effectively across operational support, projects and business improvement initiatives.
- Demonstrated ability to develop ICT strategy, manage competing priorities and deliver outcomes through strong analytical, planning, problem solving and decision-making skills.
- Demonstrated ability to research, evaluate and recommend emerging technologies including artificial intelligence, trends and opportunities to support innovation, business improvement and informed technology investment decisions.
- Demonstrated ability to engage effectively with staff at executive and operational levels, building trusted relationships, supporting collaboration and influencing positive outcomes across the organisation.

DESIRABLE:

- Knowledge of Western Australian Government and public sector governance, procurement, information management, cyber security and digital service delivery requirements.
- Experience with Microsoft enterprise technologies and platforms, including Microsoft 365, Azure and Defender, together with strong skills in administration, licensing and cost management.
- Experience managing vendors, contracts and procurement processes within a government environment.
- Relevant tertiary qualifications and/or industry certifications in information technology, cyber security, cloud platforms, service management, project delivery or related disciplines.

Leadership Capabilities and Behaviours

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Leaders](#) in line with Public Sector Commission Leadership Expectations.

Appointment Conditions

Location:	Perth
Accommodation	NA
Allowances / Special Conditions	NA
Specialised Equipment Operated	NA
Systems Used	Microsoft Suite, Oracle, Fusion 5 HRMIS, Microfocus Content Manager, Convene / Diligent meeting

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Director Corporate Services

Andrea Mayer

27/05/2026