Change Management Specialist

Do you love bringing order to IT chaos? This role could be for you.

- Play your part in work that makes a difference
- Enjoy a role with variety, visibility and influence across Council's IT platforms
- Local role with genuine work/life balance

About the role

As a Change Management Specialist you'll help make sure the IT systems that thousands of residents and staff rely on every day are changed safely and improved over time.

What you'll do

- Manage IT change in line with ITIL standards. You'll make sure every change is planned, assessed, delivered and reviewed properly.
- Lead our Change Advisory Board (CAB) and keep changes moving with clarity and good governance.
- Step in as Incident Manager for critical IT incidents during business hours. You'll coordinate the response and capture the details.
- Run Post Implementation and Post Incident Reviews. You'll turn lessons learned into real improvements and share them across the organisation.
- Build strong relationships across the IT team and the wider organisation, and help people understand why good change practice matters.

This position is required to provide quality customer service and create value for the community.

To be successful in this role, you will have:

- Degree qualification in Information Technology, Cyber Security, Governance or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development.
- A customer-first mindset and the ability to communicate clearly with technical and non-technical people.
- Confidence to lead discussions, give frank and honest advice, and bring people along on the change journey.
- A passion for compliance, continuous improvement and getting things right.

Offer Details

The commencing salary for this position is up to $100,549.03. Central Coast Council also provides progression opportunities for employees to progress up to the maximum salary of $116,501.17 on completion of assessment of skills and performance plus 12% superannuation

- We have a permanent role available - select as required.
- This role will be able to access a 9 day fortnight
- We are able to offer hybrid and flexible working conditions for this role - 2 days from home and 3 days onsite
- This role is located at the Wyong Administration Building

Want to know more?

The contact person for this role is **Ben Murphy, ITIL Cyber and Compliance Lead.** You can contact **Ben** at Ben.Murphy@centralcoast.nsw.gov.au.

This position will close for applications at **midnight on Sunday, 29 November 2026.**

We will not accept unsolicited resumes or applications being presented by recruitment agencies.



Extra benefits

At Central Coast Council we provide team members with a range of extras that help them balance their life when they need it. Fitness Passports give access to a range of gyms. And an Employee Assistance Program that offers a range of wellbeing initiatives to help you and your immediate family.

Other extras include:

- Long service leave after 5 years of continuous service
- Free flu vaccination program
- Time provided for you to do annual skin cancer screening, Breast screen and blood donations
- Access to professional development with career development and learning programs through various platforms
- We reward and recognise our staff with our Cheers program
- Novated leasing partnerships.

Central Coast Council is ideally located on the northern fringe of Sydney and just an hour's drive from Newcastle, the Central Coast offers one of the best places in Australia to live and work. The Central Coast is one of the fastest growing regions in NSW, the third largest Local Government Area (LGA) in NSW and the 6th Largest LGA in Australia.

Central Coast Council is committed to the goals of equal opportunity employment. We aim to provide a work environment for our employees that fosters equity, diversity and respect.

Council is committed to providing safe environments that protect the physical, emotional, cultural and social wellbeing of children on the Central Coast.

Council may create an eligibility list from this recruitment process and may utilise this eligibility list to fill other permanent or temporary vacancies.

How to apply

We have put together some additional resources to help you apply for a role at Central Coast Council.

By completing and submitting this online application you confirm that any information that you provide in this application is true and correct and acknowledge that any offer of employment may be withdrawn should the information that you have provided in support of your application be shown to be false.

You also consent to employment screening checks being conducted where appropriate. This may include associated checks including reference checks, Working with Children Check, Entitlement to Work in Australia, employment history and an Australian Federal Police Check, as well as substantiation of educational qualifications, industry memberships, previous Central Coast Council employment history and association with professional bodies.

You also acknowledge that you will be required to provide proof of eligibility (including photo identification) to work in Australia if selected for an interview.

To lodge your application, please follow these steps:

1. Click to apply
2. Answer the online questions
3. Attach your resume
4. Attach your qualifications and licences.

Once your application is successfully lodged you will receive an automated response sent to your e-mail address. If a response is not received this means that your application has not been successfully submitted and you will need to lodge another application.

If you require assistance to lodge your application please contact our Talent Acquisition team by emailing recruit@centralcoast.nsw.gov.au to discuss what reasonable adjustments you may need. If you are deaf, hearing or speech impaired, you can contact us through the National Relay Service TTY call 133 677 or Speak & Listen 1300 555 727.

Applicants who are selected for interview will be contacted by phone or e-mail.

You will have the ability to save your application as you go using the 'Save Application' button. You can start an application and return to it later via the automatic follow-up email once you have the time and required information at hand to finalise your application.

If you don't have access to a computer or electronic device, you can lodge your application at any of Council's Library locations. Pre-book a free 1-hour computer timeslot by contacting your nearest library https://www.centralcoast.nsw.gov.au/libraries/our-branches or ask at the enquiry counter.



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