

POSITION DESCRIPTION



ICT Manager

Finance and Organisational Processes

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	ICT Manager
PROGRAM:	Finance and Organisational Processes
LOCATION:	Richmond
REPORTING RELATIONSHIPS:	This position reports directly to Executive Director Finance and Organisational Processes This position has line management of 2 to 3 staff
EFFECTIVE DATE:	September 2024

Position Purpose

- To manage the delivery of a reliable, effective and secure ICT service that supports Jesuit Social Services' strategies and work towards its mission and purpose.
- To provide operational and strategic advice regarding ICT, including information and cyber security, to develop and manage strategic relationships across the organisation, with ICT contractors, vendors and service providers.
- To oversee the implementation of the ICT Strategy, and manage projects in collaboration with relevant staff, delivering ICT service improvements that align with the organisation's strategies and enhance delivery of its work

Program Purpose

Central Office

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

Jesuit Social Services operates a range of programs for disadvantaged young people, families and communities from various operational sites.

Finance and Organisational Processes

Finance and Organisational Processes is responsible for financial administration, operations, risk management, contracts, compliance and ICT of Jesuit Social Services and is located at Central Office.

Duties of the position

- Manage delivery of a reliable, effective and secure ICT service in line with the ICT Strategy, including by preparing and managing the annual ICT strategic and operational plans, and preparing the annual budget
- Provide operational and strategic advice regarding ICT. Develop and manage strategic relationships with various internal stakeholders (including business system owners) and external providers to ensure roles and responsibilities are clearly defined, understood, and maintained.
- Manage multiple ICT contractors, service providers and vendors, including IT managed service providers (software, hardware and IT security vendors).
- Provide ongoing management of information security of the organisation's ICT systems, including managing cyber security risks and compliance with relevant data safety standards. Ensure that business systems are managed to provide appropriate availability, integrity and confidentiality consistent with the organisation's information security policies and compliance obligations
- Oversee/manage change projects, to enhance the organisation's operations and service delivery, including ICT service improvements, alignment with data and cyber security standards, site moves/adds/changes, infrastructure and cloud computing transitions, business

application implementations, and information security improvements. Communicate operational and system changes to the organisation appropriately.

Key Selection Criteria

1. Tertiary qualification/s in Information Technology and/or significant relevant experience in field
2. Minimum five years' IT operations management experience managing day-to-day ICT systems operations and multiple vendors, including projects dependent on multi-vendor collaboration and dependency management, in an organisation with a highly diverse and decentralised workforce
3. Experience with oversight of the service, network and cloud providers, and their integration and coordination to provide a secure, effective and reliable IT service to the organisation
4. Experience in developing/contributing to an enterprise view of the organisation's data to support decision making
5. Proven track record in ICT project management and ability to prioritise and manage varied and conflicting demands to agreed standards and timelines and to clearly communicate milestones and outcomes
6. Strong written and verbal communication and negotiation skills. Proven ability to effectively communicate to technical and non-technical staff at all levels of the organization

Key Performance Indicators

- Operational – facilitation of secure, effective and reliable IT service
- Project Management – management of ICT projects
- Strategic – provision of effective and constructive strategic advice around ICT
- Administration – provision of reports to management

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Executive Director, Finance and Organisational Processes

**Position Description Review Date:
January 2024**

