IT Manager
Position description

About the role

The IT Manager is responsible for leading the Summer Foundation IT Team and is responsible for the effective and efficient delivery of information technology for the Summer Foundation. The role will also collaborate with stakeholders within the organisation to provide input regarding innovative solutions to deliver systems to meet strategic priorities. The role is responsible for systems and processes relating to cyber security to ensure the organisation's systems and data are safe.

About the Summer Foundation

The Summer Foundation was established in 2006 to stop young people with disability being forced to live in aged care. We are changing systems to ensure people with disability and complex support needs live where and with whom they choose, with access to high quality housing and support options that enhance health, wellbeing and participation.

As systems entrepreneurs we use 5 levers to bring about change. Generating evidence such as published research and lived experience is a critical tool for this change, along with innovation through the co-design of new solutions and services. We work with the government and influence people on the inside. Our advocacy work sees us apply pressure from the outside by harnessing public support. Where necessary, we use a legal lever and support people to fight for their rights.

About our workplace

Our people are highly engaged, with huge passion for their work and working for us. We regularly score in the top 10% of organisations of the most engaged organisations in Australia. We work and grow together and we finish each day knowing that we are making a real difference to the lives of people with disability.

We have staff working all across Australia and our head office is located in Box Hill, Victoria.

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	IT Manager
Team	Operations Team
Direct reports	IT Systems and Support Officer IT Support and Network Technician
Reports to	Chief Operating Officer (COO)
SCHADS Award Level	Level 6 $110,000 to $130,000 Award range for Level 6 is $107,672 to $112,428 + superannuation for 1.0 FTE
Status	Full time, 1.0 FTE
Location	Box Hill, Victoria with flexible home-based options as agreed
Last updated	December 2023

About the team

The Operations Team supports the organisation with the services and support required to efficiently and effectively deliver the organisation's strategy. The Operations Team includes a finance team, a people and capability team and team members responsible for the general service needs of the organisation. The Leadership roles in the team are IT Manager, Operations Manager and Finance Manager, all of which report to the COO.

Our vision is to ensure that the right internal infrastructure is in place to enable simple, accessible and organised systems and processes for staff. We have the privilege of supporting the employees and work of the Summer Foundation.

Key responsibilities

Technical Management

- Leadership and management of the IT strategy, infrastructure, architecture and associated IT platforms and service delivery support of staff
- Development and implementation of strategic plans designed to achieve organisational strategic priorities
- Ensure business applications are fit for purpose, scalable, standardised and actively support the business
- Proactively manage IT vendors and service providers performance and KPIs
- Develop and manage analytics and reporting capability
- Responsible for the reliable delivery and performance of core systems to agreed business-as-usual standards
- Provide effective IT input to projects managed by other parts of the organisation as agreed to help meet the outcomes of the project
- Provide input regarding innovative solutions to deliver systems to meet strategic priorities and the organisation's evolving business needs

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Team Management

- Develop and implement team member work plans and culture of working to an individual plan which supports the organisation's strategy
- Provide appropriate leadership, people management, mentoring and cross training to support succession planning, risk management and professional development
- Foster a positive culture where team members can contribute and feel valued
- Manage the prioritisation and co-ordination of tasks within the IT operations team
- Responsible for all ICT assets including Software Asset Management and ensuring the ICT Asset Register at all times reflects an accurate picture of all assets

Cyber Security Risk Management

- Manage Summer Foundation's cyber security risk by ensuring effective systems and processes are in place to prevent infection and detecting, removing and/or isolating malware
- Review of current protocols and mapping out and delivering a plan to ensure our controls are adequate
- Implement a cyber security training program to ensure all staff are cyber aware and understand their responsibilities regarding cyber security safety.
- Continuous training and capacity building of the IT team to ensure they are able to manage a cyber security attack

Service Delivery and Support

- Ensure the Service Desk provides a professional, effective mechanism for staff to report problems with IT services and to initiate requests for other assistance
- Lead the analysis of Service Desk information to identify problems with technology, potential improvements to IT processes, and effectiveness of resources and to assist with reporting of performance against IT service levels
- Act as an escalation point providing sufficient levels of technical know-how to assist in root cause identification and permanent resolution of issues
- Oversee development and dissemination of help sheets, usage guides, and FAQ lists for internal stakeholders
- Assist in the development and implementation of IT policies and procedures
- Proactively manage IT vendors and service providers performance and KPIs

General

- Other duties as requested by the COO or the Executive Team.
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Employment subject to COVID-19 Vaccination and National Criminal History check or NDIS Workers Screening Check.

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Qualifications, skills and experience

Qualifications
- Tertiary qualification in Information Technology/Computer Science or a related field
- Microsoft certificate SAA, Cisco certification CCNA and Apple certification (ACSP) desirable

Skills & experience
- Advanced knowledge of the the Microsoft Office Suite
- Strong knowledge of Cyber Security Risk Management
- Some experience in working with MacOS, Apple hardware, and Google Drive
- Some experience in working with CRMs, preferably Dynamics 365 and/or Salesforce
- Good understanding of WordPress
- Good understanding of website coding languages (HTML, JavaScript, CSS)
- General networking knowledge (Cisco preferred)
- Strong management and leadership capability and experience
- Excellent interpersonal skills and communication skills
- Strong organisational skills, a flexible approach with an ability to multitask
- Hands on technical experience managing and supporting software applications and infrastructure
- Ability to translate complex business requirements into technical requirements and designs
- Excellent project management and vendor management skills, with strong ability to prioritise.

Core capabilities
- Decision-making
- Teamwork
- Work standards
- Motivation
- Reliability
- Problem solving
- Adaptability
- Planning and organising
- Communication
- Integrity
- People management
- Project management
- Stakeholder management

Summer Foundation principles

The Summer Foundation's principles include:

Working as a team | We understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution We embrace and value diversity in our workplace.

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A healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision-making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

Shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'why' is central to our strategy, decision-making and actions.

Working authentically | Young people living in residential aged care or those at risk are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

A smart responsible and considered approach | We invest in efficiencies, continuously improving processes, and prioritising time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies as communicated to them. These policies form part of the contract of employment with the Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of the Summer Foundation.

Agreement and acceptance

Employee

……………………………………..   …………………………………..   …………………

Signature   *Print name*   *Date*

Manager

……………………………………..   …………………………………..   …………………

Signature   *Print name*   *Date*

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