JOB DESCRIPTION

Job Title:	IT Manager
Reports to:	National Operations Manager
Location:	Dandenong South
Responsible for:	Systems Administrator and IT Consultants
Hours:	8.00 am to 4.30 pm Monday to Friday. It should be noted that you may be required to work outside of normal hours to meet your obligations to the Company.
Job Purpose:	Responsible for the Airco Information and Technology Systems and providing leadership and management for the IT Team. Also responsible for driving technology improvement through major projects including ERP (SAP B1) improvements, and Salesforce enhancements, together with the design, development, and deployment of information technology policy and strategies that will allow Airco to achieve its business strategies.

Main Duties

1. In partnership with the business users, lead and initiate business applications projects that can create increased business productivity and efficiency.
2. Provide leadership and management of the IT team, including deployment and implementation of goals, policies, procedures, and operations for all information technology solutions to support a culture of continuous improvement.
3. Perform business systems project management including detailed scoping of the requirements and costs, produce technical statements of work and liaise with consultants.
4. Manage all business application vendors (excludes CRM).
5. Lead from a technology perspective and have hands on role in the ideation, design, implementation and the support for organisation's business and technical systems e.g., ERP, CRM, WMS, B2B, Ecommerce, etc.
6. Participate in regular team planning, sprint and general discussion meetings including advising business users on business applications (ERP, WMS, etc) functional capability.
7. Using configurable and code-based tools, develop and deploy solutions with high-maintainability and durability for ERP, WMS, etc.
8. Responsible for development of code-based functionality for Salesforce when requested by Systems administrator.
9. Integrate ERP with external systems using APIs and file drops.
10. Maintain 99%+ uptime of system and ensure system integrity and security.
11. Responsible for building relations with customers EDI team including mapping, configuring, testing, rollout and support for EDI.
12. Maintain documentations for all business applications including Standard Operating Procedures.
13. Keep abreast of business applications technology and solutions to mitigate technology liability.
14. Support the design, development, and deployment of information technology policy and strategies that will allow Airco to achieve its business strategies.

15. Responsible for supporting business for IT infrastructure in absence of System Administrator.
16. Follow Company Quality, Safety and Environmental Procedures as outlined in the Company IMS Manual.
17. Continually analyse and update processes and procedures to ensure a culture of continuous improvement.
18. Promote safe working practices at all times.
19. Any other reasonable duties which may from time to time be requested by the management team.

Skills and Attributes Required

- Excellent planning, organisation, analytical and decision-making skills.
- Strong written and verbal communication skills.
- Project management.
- Business systems solution design, implementation and support.
- Business Process Modelling.
- Strong and professional work ethic.
- Ability to relate between business and IT.
- Able to explain complex concepts clearly.
- Strong troubleshooting and issue resolution skills.
- Ability to work independently and as a team player.

Qualifications, training and experience required

- Successful completion of Tertiary Degree in Computer Science or Information System.
- 5+ years hands-on experience in business applications design and implementation.
- Experience in implementation and expansion of ERP, WMS, B1UP, B1if and ETL
- Advanced skills in SQL.
- Java, Java script, apex, xslt and C# preferred.

Systems

- ERP and WMS Systems preferably SAP Business One.
- CRM development skills preferably Salesforce.
- Business Process Modelling Tools.
- Database Modelling, Development and Management Tools.
- Business Intelligence Tools.

Any additional relevant information

The nature of the role and level of responsibility may vary significantly throughout your career with the Company.

Signed:

Date: