POSITION DESCRIPTION
ICT Manager

OVERVIEW

Program:	Business Services
Reports to:	General Manager Business Services
Supervise:	ICT Co-ordinator and IT Outsourced company
Date of Last Review:	December 2020
Classification:	Social & Community Employee Level 7 Sacred Heart Mission Enterprise Agreement 2018 or successor Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The Business Services department serves as a back-office function with Finance, Payroll, Property, Maintenance and ICT.

Business Services ICT ensures that all SHM staff and volunteers have access to quality ICT systems with appropriate access and equipment as designated by the line manager.

The ICT department is responsible for the acquisition, maintenance, and monitoring of all ICT systems including hardware including mobile phones, software (principally Microsoft and virus protection), Cloud and WLAN services

PURPOSE OF THE POSITION

The objectives of this position are:

- To manage ICT Co-ordinator and outsourced IT company
- To ensure effective and responsive service for all ICT related services is provided to the organisation

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Date created:	December 2016	Prepared by:	Manager People & Culture		
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- To drive the ICT strategy into the future and assist with the current migration from google, inhouse servers to cloud and Microsoft 365
- Ensure security and effectiveness of SHM for now and into future

KEY RESPONSIBILITIES

Accountability	Major Activities
ICT strategy	• Ensuring SHM has an Information Technology Plan that delivers the ICT strategy which is updated and reviewed regularly • Assist with roll out of ICT Infrastructure project in conjunction with successful tenderer • Manage relationship with Skilled Volunteers supporting security, procedures development and future requirements • Leadership and advice to programs for selection and implementation of systems • Assist and be the technical lead for the implementation of Power BI for the reporting of Client information System/Finance and any other complimentary systems • Secretariat of SHM IT Steering committee
ICT Business as Usual	• Design and procure effective and efficient ICT contracts services to ensure SHM receives required services in line with budget and ICT Strategy • Manage relationship with contracted ICT service providers and internal stakeholders • Ensure ICT infrastructure and performance is effective, reliable and meets the needs of our users • Ensure ICT compliance with VDPSS standards and Australian Signal directorates • Monitoring security systems for unusual activity • Financial Management of ICT Department

	▪ Manage ticketing system for BAU including scheduling and ensuring timely responses for all systems (Payroll and Aged Care client systems are deemed critical response within 2 hours)
People Management	▪ Team leadership across ICT ▪ People management for direct reports including supervision and annual development planning in accordance with SHM process ▪ Relationship Management with skilled volunteers for ICT Strategy projects
Health & Safety	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia
- Strong alignment with the values of Sacred Heart Mission.

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Date created:	December 2016	Prepared by:	Manager People & Culture		
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QUALIFICATIONS

Essential

- Relevant Degree in qualifications in ICT

Desirable

- Experience in a similar role managing role with around 400 users
- Desirable previous experience managing ICT services

KEY SELECTION CRITERIA

- Strong understanding of contract management, vendor due diligence, negotiation skills and procurement of ICT services
- Contract administration experience
- Extensive change management skills and experience
- Project management skills
- Proven ability to manage, supervise and provide leadership to a small team
- Excellent communication skills, both verbal and written
- Ability to work collaboratively and constructively with teams of peers, staff and other stakeholders, as well as use initiative and effective personal judgement when working alone

APPROVED BY MANAGER ………………………………………………………………..

ACCEPTED BY STAFF MEMBER ………………………………………………………….....

DATE ………………………………………………………….…

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES