Position Description for Information Communication Technology Coordinator

Position Title: Information Communication Technology Coordinator

Responsible to: Finance Manager

Supervises: Nil Reports

Position Status: Permanent Full Time (38 hours a week)

Salary: SCHADS Award Grade 5/6 (as per transitional arrangement)
Salary pay point will be negotiated on basis of skills, qualifications and experience.
Salary packaging opportunities exist within job role.

Hours: Normal business hours.

Based at: Armidale head office, however this position will require travel to other Pathfinders offices across Northern New England North West of NSW and the Mid North Coast Region.

Purpose of the Position:
The Information and Communications Technology (ICT) Coordinator is responsible for ensuring technology enables and enhances the organisation’s strategic objectives and facilitates all users achieving their operational priorities. This will include supporting and developing systems and staff, and maintaining and developing all internal, hosted and virtualised IT infrastructures alongside the organisation’s outsourced IT support partners. The ICT Coordinator will be key in coordinating and providing IT support directly, and through an internal network of IT champions located across Pathfinders’ offices.

Pathfinders
Pathfinders is a community based organisation providing Supported Accommodation and Youth Homelessness services, Family and Youth Support services, Juvenile Justice and Out of Home Care services across the New England and North West Tablelands of NSW and Family Referral Services across the Mid North Coast. Pathfinders vision is that all children, young people and their families will have a home where they feel they belong are free from abuse and neglect, are able to achieve their full potential and are supported by appropriate and timely services.
Key Responsibilities:
- Direct and Manage all ICT-related Tasks throughout the Organization
- Ensure Continuity of Systems
- Identify and Implement New ICT Systems, Processes and Applications to Increase Pathfinders Operational Efficiency
- Maintain Internal and External Relationships
- Maintain and Develop ICT Policy, Procedures, Reference Guides and Materials

Role Responsibilities, Duties and Competencies

1. Direct and Manage all ICT-related Work through the Organisation
   1.1. Implement and refine all ICT related strategies. This will include direct accountability for the management of the ICT System, and ownership of the system within Pathfinders’ ICT Governance framework.
   1.2. Provide direction and assistance to Pathfinders’ Management Team on the introduction of new processes, acquisition of new systems and development of infrastructure.
   1.3. To promote the effective and efficient design and operation of all major organisational business processes.
   1.4. To ensure the effective functioning of all IT systems (internal and external, infrastructure and applications) alongside and via management of outsourced IT support and application partners.
   1.5. To manage the relationship with external IT support and application partners.
   1.6. To support, train and develop IT champions to install and configure software, trouble shoot simple IT problems and support and develop colleagues.
   1.7. To support and train staff to use information systems, equipment and software accurately and efficiently.
   1.8. To champion the organisational Hub, ensuring it is utilised by all staff and volunteers to improve communication and information sharing, and developing and maintaining bespoke applications to promote efficient working.
   1.9. Oversight of the IT budget and equipment schedule with the Finance Manager. Includes review, advice and purchase of new software and hardware.

2. Ensure Continuity of Systems
   2.1. To work alongside outsourced IT support partners to maintain efficient, high availability ICT infrastructure: includes building and maintaining physical and virtualised servers both on-premise and off-premise, all communication processes between servers, managing firewalls and networking points, and maintaining Domain Controllers.
   2.2. Ensure the smooth functioning of applications and databases including: full suite of Microsoft Office Programmes (both Office 365 and legacy, implemented across a hybrid topography), SharePoint,
Skype for Business, ‘i.on my’ database, HR3, Reckon Accounts, plus various utilities for ‘housekeeping’ functions.

2.3. Maintain, analyse and develop telephony systems across the organisation, including – but not limited to – PBX (analogue and digital) and software driven VOIP phone systems, mobile and tablet communications, and computer-based voice/video communication.

2.4. Implement and manage a comprehensive business continuity / disaster recovery programme, including best-in-breed backup solutions, and active synchronisation processes.

2.5. Where appropriate, to build and replace hardware parts and machines throughout the organisation and install and configure hardware and software.

2.6. Trouble shoot as may be required with hardware and software – including a reasonable amount of outside hours work to preserve operational efficiencies.

3. Identify and Implement New ICT Systems, Processes and Applications to Increase Pathfinders’ Operational Efficiency

3.1. To ensure maximum efficiency and clarity are provided through use of all existing and new ICT systems.

3.2. To research and develop options to improve Pathfinders’ ICT System in accordance with Pathfinders’ Strategic ICT Priorities – including identifying, prioritising and escalating specific and general needs, risks and opportunities.

3.3. Serve as the prime conduit for organisationally-relevant ICT innovation, providing qualified recommendations and considered reviews on the strategic appropriateness of emerging technologies and trends to Pathfinders’ Management Team.

3.4. To develop clear implementation plans which test proposed systems and manage associated risks; manage implementation, including management of consultants and suppliers.

3.5. To ensure investments in the ICT System and proposed innovation is matched to specific financial strategies and timelines with operational programmes.

4. Maintain Internal and External Relationships

4.1. Refer to relevant ICT contractor where necessary or additional skills, expertise and/or information is required.

4.2. Conduct ICT-relevant staff orientation and ongoing training for ICT across Pathfinders.

4.3. Train Technical Champions on providing first level support and common user ICT-related problems.

4.4. Provide technical assistance to operational programmes and undertake technical project as required.

4.5. Maintain and develop excellent working relationships with key suppliers and contractors conducting dealings in a professional and appropriate manner.

4.6. Demonstrate commitment to and promotion of a culture of service excellence and continual improvement across Pathfinders.

4.7. Work in accordance with workplace health and safety (WHS) requirements at all times.
5. Maintain and Develop ICT Policy, Procedures, Reference Guides and Materials
5.1. Develop and maintain Policies, Procedures and How to Guides for users across the ICT System.
5.2. Develop and maintain network schematics, dependencies and workflow processes for all networks, subsystems and groups across the ICT System.
5.3. Document problem solving procedures and workflow processes as appropriate.

6. Additional General Duties:
6.1. Ability to function efficiently and effectively in accordance with Pathfinders’ Policies and Procedures.
6.2. To attend team and general staff meetings as directed by the manager responsible for this role.
6.3. To work towards effective management standards across the organisation via a process of setting and regularly reviewing staff objectives and targets using structured performance review processes and 1:1’s. Reviews will aim to identify strengths and weaknesses of team members, and offer strategies for corrective action. In addition all managers and team leaders are expected to support staff to identify any organisational issues that need attention – strategic or operational and feed this into the Management Team as appropriate.
6.4. This role has a regional responsibility with an explicit requirement to travel for duties, meetings, training, etc...
6.5. If required to participate in out-of-hours on-call work as directed by the manager responsible for this role.
6.6. To act at all times in the best interest of Pathfinders.
6.7. To carry out other related duties as may from time to time be required to fulfil Pathfinders’ mission.

Essential criteria
1. Tertiary Level qualifications and/or several years’ relevant experience with demonstrated proficiency and formalized training in full-stack, Microsoft solution management, administration definition and migration.
3. Experience with deployment and management of hybrid-network topographies with distributed data hosting and a mixture of on-premise/off-premise computing and authentication.
4. Demonstrated proficiency in end-to-end Office 365 system management, architecting and administration and user training across the full Microsoft Office suite of applications – including SharePoint.
5. Demonstrated ability to work within an environment of evolving priorities and tasks, while maintaining a high attention to detail and resolve to seeing projects through to completion, particularly in the context of ensuring a largely, non-technical stakeholder-base remains engaged with the ICT system that facilitates their professional responsibilities.
6. Highly developed interpersonal skills including written and verbal communication and negotiation.
skills, with demonstrated experience in supporting, coaching and training staff – up to and including first level hardware and software support.

7. Demonstrated ability to integrate emerging trends and technologies into non-technical operational environments and derive measurable benefits from non-technical users’ application of the technology.

8. a) Current and unencumbered NSW Driver’s license.
   b) Current NSW Working with Children Check and Criminal History Check (to be provided at any time prior to appointment).

Desirable Criteria
1. Knowledge and experience of the NGO sector – particularly within Social and Family Care.

Inquiries
Job role inquiries – Matthew Wysel on 02 6771 1527 or email ict@pathfinders-aus.org

Application inquiries – Jo Hall, HR Manager on 0407 898 287 or email hr@pathfinders-aus.org

Guide for applicants
Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered on the basis of merit, that is, the applicant considered to be the most capable of doing the job is selected.

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

How to apply
Applicants MUST follow these steps to be considered for the position.

1. Prepare a typed application which includes:
   - A statement against each of the essential and desirable selection criteria for the position, giving examples to demonstrate how you meet them.
   - A current resume detailing your relevant skills and experience.
   - A photocopy of your relevant academic qualifications.
   - The names and phone numbers of two Referees (at least one referee should be a recent supervisor, if possible).

2. Please submit your application by either:
   - Emailing applications to hr@pathfinders-aus.org, or
   - Posting a printed copy in an envelope marked “Confidential” and post to:
     Human Resources Manager
     PO Box 1052
     ARMIDALE NSW 2350
Applications must be received by close of business Friday, 14th August 2015. No late applications will be considered.

Interview
If you are selected for an interview, you will be contacted by telephone. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise the organisation during application so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.
**PATHFINDERS PURPOSE AND GOALS**
That all Children, Young People and their Families have a home where they feel they belong, are free from abuse and neglect and are able to achieve their full potential.

The challenge and vision Pathfinders has for our Families, Children and Young People is to provide them with opportunities to build strong and permanent relationships and be cared for in ways which build and expand their personal skills and life opportunities.

Pathfinders aims to make a positive contribution to the lives of Children, Young People and their Families by providing appropriate, relevant and timely services to Families, Children and Young People. We aim to ensure the safety, accommodation needs, well-being, confidence, resilience and independence of Families, Children and Young People by fostering their health, developmental needs, potential, spirituality, self respect and dignity within a safe and nurturing environment.

**PATHFINDERS VISION**
Thriving communities, in which all fully participate and develop freely through mutual trust and acceptance.

**PATHFINDERS MISSION**
To empower people to live with hope and equal opportunity to achieve their potential.

**PATHFINDERS CORE BUSINESS**
Prevention of Youth homelessness through the provision of accommodation and support services (including refuges, OOHC residential and supported family group homes, OOHC Supported Independent Living Programs, foster care support programs and foster care programs, mediation, family counselling and advocacy services)

Providing independent living skills training programs to enhance the well-being of families, Children and Young People

Providing re-integration and socialisation programs for Young People who have been separated from their families and from our communities

Providing family preservation services, supervised contact, therapeutic camps/activities, after care, residential and support services to Children in Out of Home Care

Providing a range of Family and Youth support services developing community partnerships and capacity building within the sector
PATHFINDERS SERVICE PRINCIPLES
Pathfinders utilises the following principles to guide provision of services to Families, Children and Young People:-

- Pathfinders has a community based focus in the provision of services
- Pathfinders acknowledges the rights of all Families, Children and Young People to social justice, economic and social equality and to be free from discrimination on the basis of religion, gender, race, sexuality or disability
- Pathfinders utilises individualised and flexible case planning on a strengths-based model
- Pathfinders supports culturally appropriate interactions with Families and Children
- Pathfinders ensures Families and Children are active stakeholders in the process of service delivery
- Pathfinders encourages a team approach to support service provision
- Pathfinders strives to achieve strong collaboration with its service partners
- Pathfinders aims to provide timely and appropriate services on the basis of need
- Pathfinders utilises sound corporate governance principles to inform the operations of the organisation
- Pathfinders believes that all people have the potential to achieve their goals when they have strong connections to peers and community, have support during times of difficulty and are supported with a sense of hope for the future.