

Position Description



**Alannah & Madeline
Foundation**

Keeping children safe from violence

Position title: Manager, Information, Communications & Technology.

Department: Operations

Reports to: Head of Business Management

Job type: Full time, ongoing

Date: February 2019

ABOUT THE FOUNDATION

The Alannah & Madeline Foundation was set up in memory of Alannah and Madeline Mikac, aged six and three, who were tragically killed with their mother and 32 others at Port Arthur, Tasmania, on 28 April 1996. In memory of his daughters, Walter Mikac and a small group of volunteers set up the Foundation with the belief that all children should have a safe and happy childhood without being subjected to violence. The then Prime Minister launched the Foundation on 30 April 1997.

The Foundation:

- identifies issues that adversely affect the wellbeing of children; we work to help them recover, and protect them from bullying and violence.
- works across the spectrum of prevention and care to deliver state-of-the-art, evidence-based programs and products.
- works with the best minds to identify and reduce significant threats to children's safety through innovation and partnerships.
- speaks out on the need for systemic change to build a supportive and safe society.

The Foundation is committed to child safety. Our Child Safe Policy outlines our safe practices for children.

Our values are Caring, Friendliness, Respect, Responsibility, Valuing Difference and Including Others.

POSITION IN CONTEXT

Reporting to the Head of Business Management, the Manager Information, Communication and Technology is a member of the Operations Team and has accountability to drive and support the Technology environment across the Foundation.

FREEDOM TO ACT

- Recommendations for change should be approved by relevant Manager/s in order to ensure alignment with overall operational needs

The Senior Manager Information and Systems works according to the policies and procedures of the Alannah & Madeline Foundation

MAJOR JOB RESPONSIBILITIES

- Provide efficient and effective Information, Communication and Technology (ICT) services throughout the Foundation.

Position Description cont.



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- Build and implement a technology infrastructure strategy to ensure robust systems are in place to meet increasing Foundation ICT demands. Lead ICT strategy on all aspects of web platforms, products, equipment and processes, including making recommendations to the Senior Leadership Team.
- Lead ICT change management processes, including translating business requirements into technical specifications fit-for-purpose business solutions.
- Provide expert technical advice and support for the Foundation's web platforms, digital products, including the Digital Licence.
- Manage ICT systems, including Office 365, MS Dynamics, including monitoring and reporting on system performance and capacity (in conjunction with external providers).
- Acquire and manage website maintenance resources to ensure ongoing currency and security for the Foundation's digital resources.
- Develop, implement and maintain ICT policies and procedures for the Foundation.
- Assist the Head of Business Management with control and management of the ICT systems budgets and expenditures.
- Oversee Technology risk management and provide systems analysis.
- Develop and maintain strong relationships with key internal and external stakeholders.
- Other tasks as directed by the Head of Business Management, CEO and Senior Leadership Team.

KNOWLEDGE, EXPERIENCE AND REQUIREMENTS

- A minimum of five years' experience covering ICT functions in a managed services organisation.
- A degree qualification in an IT discipline, or equivalent level of expertise gained from a combination of experience, training or professional accreditation.
- Experience in systems, systems architecture, software development and network architecture & client / server technology
- Demonstrated experience in working on successful projects including new digital product delivery.
- Exposure to marketing concepts, particularly involving new digital product launches.
- Demonstrated experience with the following will be highly regarded.
 - Cloud based Office 365
 - Cloud based MS Dynamics 365
 - LAN server structures
 - Firewalls, Routers
 - Open source web platforms, coding and HTML
- Experience in the Education sector would be desirable
- Substantial experience working with MS Office suite, as well as a range of Microsoft server systems such as Exchange, SQL and Remote Desktop Services
- Demonstrated application of ITIL framework policies including documentation.
- Understanding of SDLC and processes.
- Ability to quickly develop and maintain strong internal and external stakeholder relationships.
- Highly developed analytical and creative problem solving skills.
- Excellent written and verbal communication skills, with the ability to influence senior leaders.
- Ability to work under pressure and to meet tight deadlines, in a fast paced environment.
- Adaptability and flexibility to changes and work approach in order to deliver the best outcomes.
- Working with Children and Police Checks