

Position Title	IT Manager
Business Unit	Business Services
Manager	CFO/Company Secretary
Direct Reports	Web Developer
Location	Melbourne, Australia
Role type	1.0 FTE; 1-year fixed term contract
Significant relationships	Liaise and engage with staff and third-party providers globally to ensure IT infrastructure and services meets the needs of the business.

Position purpose

The IT Manager is responsible for providing oversight and guidance to the Institute's websites and platform infrastructure as well as ICT support services.

Key responsibilities

- Manage the 24/7 Help Desk and Managed Services contract and delivery, including:
 - Achievement of Service Level Agreements
 - Staff education and change management on utilising 24/7 Help Desk for ICT support
 - Review and manage ICT support services globally, being available outside of standard business hours when required, ensuring ICT support services are meeting the needs of staff
 - Recommendation of required updates to the contracts and/or providers
- Manage third party provider relationships and associated contracts to ensure compliance with terms and service level agreements, including communications and telecom systems, software, licenses, domains and hardware
- Manage efficient ICT relocation for Melbourne office move, including services, suppliers and relocation of physical assets
- Review and provide recommendations for delivery of ICT services to the Institute, considering functionality, workload, costs and stakeholder requirements
- Perform an audit of IT systems and platforms, including software, licenses and third party contracts, to determine opportunities for streamlining services, simplifying systems and cost reduction
- Review all Institute websites and platforms to develop and deliver the 12-month IT work program, including maintenance, updates, upgrades and management of websites, servers and platforms, in alignment with the Institute's Strategic Objectives
- Manage IT projects, in conjunction with the Program Manager where applicable, including resource allocation, scheduling, related contracts, reporting and risk management
- Provide recommendations, support and assistance on strategic projects as required
- Engage with staff globally to source feedback on third party ICT providers and action feedback where appropriate
- Lead and develop the IT team to deliver the Work Program
- Other duties as required

Skills and experience

Essential

- Demonstrated experience managing IT operations and support, web development or a related field
- Knowledge and understanding of website development and maintenance
- Knowledge of Microsoft software including SharePoint and Dynamics CRM
- Relevant qualifications

Desirable

- Experience working in a global organisation with a matrix structure

Values

Our Values define our culture and guide us internally in our day-to-day work. Each Value is supported by examples of positive and negative behaviours. These are examples only and not an exhaustive list of supporting behaviours.

<p>Quality - We strive for excellence in all that we do. For our Members and clients, we are a trusted, knowledgeable and responsive partner known for exceptional advice and service delivery.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> — Achieves high standards — Improves the way things are done — Work is accurate and timely — 'Gets under the skin' of issues and seeks ways to add value — Uses systems effectively e.g. CRM — Allocates resources appropriately towards achievement of the Institute's objectives — Shows awareness of task interdependencies and monitors tasks to ensure optimal results 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> — Misses deadlines — Produces limited or poor quality work output — Work includes inaccuracies or errors — Unresponsive to requests or responses not timely — Provides only what is asked for, without considering requests within broader context — Uninterested in needs of others or improving service performance — Focuses on tasks in isolation, at the expense of other work
<p>Collaboration - We work cooperatively with colleagues, clients and Members. Our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> — Proactively and genuinely collaborates with others as a normal way of working — Actively engages with others on their input — Considers a range of perspectives before reaching a conclusion — Approachable and shares information willingly — Actively participates in discussions and is appropriately assertive and sensitive in expressing own opinion — Communicates effectively via appropriate channels — Communicates appropriately for the audience and situation 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> — Works in isolation, in silos or competitively — Unwilling to collaborate or share information — Limited or no communication to manage expectations — Solicits input late, after a decision has been made or not at all — Feels threatened by those with greater or different knowledge or experience — Undervalues expertise of others — Communication is not tailored to the audience — Unable to convey complex information simply — Communication is ineffective or culturally inappropriate
<p>Integrity - We hold ourselves and each other to the highest standards in all we do and say. Our actions and communications are Member and client-responsive, socially, environmentally and economically responsible, ethical and respectful of diversity.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> — Complies with Institute policies and procedures — Is honest and ethical — Respects backgrounds and expertise of others — Treats people fairly, equitably and respectfully — Leads by example – 'walks the talk' — Conveys difficult messages effectively and appropriately 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> — Takes risks without understanding or considering the impact — Blames or makes others responsible for a problem they should deal with themselves — Operates in a political and self-serving manner — Sees cost management as someone else's responsibility — Avoids tough conversations — Tackles sensitive issues in a public forum where others can overhear — Spreads gossip and speaks unkindly about others