

Position Description



Position Title:	Information Technology Manager
Location:	Malvern
Department	Corporate
Reporting To:	GM Business & Finance
Main Purpose of Position:	Very Special Kids is looking to expand the use of technology and systems, and are recruiting for an experienced Information Technology Manager to drive this expansion and modernise processes. The I.T. Manager will be responsible for organisation-wide systems and information and will have a specific set of attributes and abilities as outlined below. Once critical solutions have been implemented, the I.T. Manager will advise how the systems should be governed and maintained in the long-term, based on Very Special Kids five-year plan and goals.
Number of Direct Reports	2
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • GM Business & Finance • GM Fundraising & Marketing • System Administrator/s • CEO • Very Special Kids' employees <p>External:</p> <ul style="list-style-type: none"> • Donors and Supporters (individuals, organisations, groups) • Bridged I.T. • Salesforce/AlphaSys • GoldCare/Campana Systems • Very Special Kids' families • General public and visitors

<p>Key Selection Criteria</p>	<p>Qualifications/ Education Training and Work Experience</p> <ul style="list-style-type: none"> • Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent experience. • 5+ years of experience in IT operations. • Experience leading and managing large IT projects and rolling out IT infrastructures across various technologies. • Excellent working knowledge of computer systems, security, network and systems administration, databases and data storage systems. • Strong critical thinking and decision-making skills. • Excellent project management skills and ability to prioritise. • Experience in health services or a not for profit environment will be highly regarded. <p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Demonstrated ability to meet deadlines, and handle and prioritise simultaneous requests. • Strategic thinking with demonstrated ability to develop and execute on strategic and operational plans. • Superior ability to analyse data and compile and present information, reports and correspondence. • Passionate about Very Special Kids' purpose and ability to promote and communicate the mission and values of Very Special Kids to external and internal stakeholders. • Advanced proficiency in managing Microsoft Office 365. <p>Personal Attributes</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills, both written and verbal, and a proven track record in engaging with a range of stakeholders. • Ability to work well under pressure and be flexible to changing priorities and environment. • Strong attention to detail. • Team player – responsive, flexible and approachable. • Strong values connection with the VSK values and genuine empathetic regard for people. <p>Values</p> <p>All employees are required to demonstrate the VSK Values:</p> <ul style="list-style-type: none"> • Respect - by recognising the individual, welcoming diversity and nurturing choice • Collaboration - by building connections, strengthening relationships and partnering • Community - by creating supportive relationships and a sense of belonging • Compassion - by being welcoming and showing warmth, hope and empathy • Learning - by enhancing and sharing our skills, experiences, knowledge and wisdom • Integrity - by acting ethically, honestly, fairly and with accountability
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Key Areas of Responsibility

I.T. Infrastructure Management

Key Performance Indicators

To provide structure and control of the functions responsible for diverse technical operations within the organisation.	An action plan is developed to address any identified gaps.
The management of IT governance, policies and processes, along with the equipment, data, human resources and external contacts (such as external IT support and suppliers) needed to ensure that IT operations run smoothly and efficiently.	Application use across the organisation is optimised and effectively utilised by staff. Quarterly health checks showing threats (if any) to VSK systems are being managed and controlled.
Analyse the organisation's hardware, software, networking components and data storage and consider the option of IT infrastructure deployment within a cloud computing system.	Risk mitigation processes documented and implemented.
Monitor the organisation's networks for potential security breaches and work closely with external support to mitigate cyber risk.	Asset management plan implemented, and budgeted replacement cycle in place. New and existing staff assets and trouble shooting managed in line with onboarding/offboarding and asset management requirements.

Business Systems

Key Performance Indicators

Partner with key staff to identify how specific business requirements can be delivered by using IT capabilities and tools to ensure improved user experiences.	User experience and reporting is improved.
Work with key staff in improving business processes both in an office environment, as well as in a hospice setting.	Staff are engaged and involved in implementing process changes.
Become familiar with our Care Management System (CMS) which forms an integral part of our care giving and reporting.	Reduction in manual processes has increased efficiencies.
Ensure that our Customer Relationship Management (CRM) systems are performing optimally and integrate well with our website functions.	A reduction in data inconsistencies and errors.
Implement Workspace One in order to give staff a more secure and consistent experience regardless of device or location.	
Assist with the setup of regional staff with information systems that will best suit their needs, while reducing costs and time impacts.	

Project Management

Key Performance Indicators

Lead the upgrade of our CMS which will involve a review of various products and vendors.	Review of VSK's patient management system and alternative options considered.
Work closely with the Salesforce Systems Administrator to ensure that our CRM has maximised functionality to enhance program outcomes.	Improved processes, functionality and staff satisfaction in working with Salesforce.
Be involved in our website redevelopment and digitalisation	

transformation project which are due to begin in early 2022.	New fit for purpose website developed and launched.
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Quality, Safety and Improvement

<p>VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with the requirements of the National Safety & Quality Health Service Standards • Complying with all relevant clinical and/or competency standards • Complying with the principles of Patient and Family Centred Care that relate to this position

Conditions of Service	
Hours	.8 or 1.0 EFT negotiable. Full time working hours are 75 hours per fortnight. Position may require out of hours work
Other	Current driver's licence (if required)
Salary Package	Competitive salary, plus superannuation and NFP salary packaging
Tenure	Permanent Contract after successful completion of six month probation review period.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals	
Created by:	Matt Dunshea
Approved by:	Michael Wasley
Date of Last update:	23 September 2021