

# ROLE PURPOSE: Technology Services Analyst (TSA)



## Our Vision

We see a world in which no person is needlessly blind or vision impaired.



## Our Purpose

We are determined to deliver Fred Hollows' vision of preventing blindness and restoring sight.

We work around the world so that no one is left behind, and in Australia we work tirelessly to ensure that Aboriginal and Torres Strait Islander people can always exercise their right to sight and good health.

Our priority is to work with communities to improve their own eye health. We do this through life-changing surgeries and treatments, training doctors and health workers, generating new ideas, and pushing for change at all levels – from local to global.

**At The Fred Hollows Foundation we offer a career where your talent and energy will help many see tomorrow.**

## How we value your contribution:

### Remuneration package

We aim to provide an overall remuneration package that is attractive and fair. Our global remuneration framework ensures we align to local pay, employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Salary packaging

We qualify as a health promotion charity so the Australian Taxation Office (ATO) allows us to reimburse you for personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in addition to the income Tax Free Threshold.

### Leave

You will have access to 20 days of paid annual leave each year (pro-rated for part-time employees) and receive 17.5% leave loading when you take annual leave. You will also receive 5 days paid leave between the Christmas and New Year period and other types of leave such as personal (sick or carers') leave, paid parental leave, long service leave and compassionate leave. In addition, we provide culturally significant leave for employees with commitments under Indigenous and other cultural customs, traditional laws or religions.

### Paid parental leave

We provide 14 weeks paid parental leave for primary carers at full pay and 4 weeks paid parental leave for non-primary carers. In addition, upon receipt of notification from the Family Assistance Office, primary carers may access 18 weeks paid parental leave at the statutory rate.

### Performance & development

Our performance and development framework enables you to work closely with your manager to plan, manage, and review your performance throughout the year. This approach also enables you to discuss development opportunities and areas for growth.

### Learning & development

Our approach to learning and development will enable you to have the information, skills and knowledge needed to do your job. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.

### Leadership

Leadership is a key priority for us. We have customized leadership programs for leaders at all levels that are focused on supporting our people to be inspired, empowered and to make an impact in their work so that together we can achieve our vision.

### Study support

We are proud that so many of our people are tertiary educated and we are committed to supporting tertiary education that is relevant to your work through our global study assistance program. Relevant applications for study support are considered annually, providing financial assistance and study days.

### Recognition

Our recognition program has been designed to recognize and acknowledge our people who live our values of Integrity, Collaboration, Empowerment and Action, in everyday activities. We recognize our people in three ways: Peer-to-peer, manager recognition, as well as length of service.

### Flexible work arrangement

You will have access to flexible work arrangements. We encourage a spirit of mutual flexibility, enabling discussions between you and your manager about maintaining work-life balance.

### Equal Opportunity, Anti-Discrimination and Reasonable Accommodation for Persons with a Disability

We provide equal opportunity in employment to people without discrimination based on personal characteristics, which includes: age, breastfeeding, disability, employment activity, gender identity, marital status, physical features, pregnancy, race etc. Reasonable accommodation can be made to allow persons with disabilities to work safely and productively.

### Health & safety

We are committed to supporting your health, safety and wellbeing. We have worker Health & Safety Representatives in each of our offices to assist in making your workplace safe.

### Employee Assistance Program

You and your family will have access to free external, professional and confidential counselling assistance if you need help with personal, family or employment related matters.

## To work in the Foundation you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.



Role purpose defines the broad accountabilities of the positions, which may change based on organisational need.

Please refer to divisional, team and individual work plans for more specific details

# ROLE PURPOSE

**Role Title:** Technology Services Analyst (TSA)

**Division:** Business Operations and Business Services

**Location:** NSW Sydney

**Date:** 23/11/20

**Employment type:** Full time

**Reports to:** Global Technology Services Manager

**Number of direct reports:** N/A

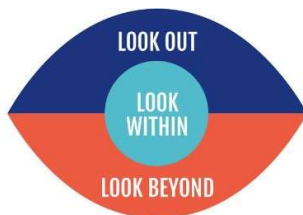
## Purpose of the role:

Reporting to the Global Technology Services Manager, this position is accountable for providing support for effective day-to-day operation of technology, working closely with vendors and the broader technology team to ensure efficient support is provided to The Foundation in a compliant manner. The TSA will analyse data and lead activities, ensuring repetitive issues are addressed and processes are documented, simplified, streamlined, and automated.

The Technology Services Analyst will guide/own the outcomes of:

- 1. Operations:** Analyse data/information, lead/coordinate efforts to continually simplify and automate operational processes/activities to improve quality of staff experience
- 2. Global Standard:** Work closely with office management technology architecture and end-users to ensure global standards for desktop environment, office IT equipment and service match requirements and are followed consistently.
- 3. Standard Operating Environment (SOE) Compliance** across all end user technology systems in Australia and the countries we work in.
- 4. Innovation:** Leverage technology at every opportunity to improve staff experience and simplify complex activities
- 5. Risk & IT Security:**
  - Perform ongoing security reviews of the end user technology environment including Active Directory (AD) user access reviews
  - Monitor of existing controls and work with vendors and internal stakeholders to ensure ongoing compliance
  - Ensure that suitable device security standards are consistently applied and maintained by working alongside the global service desk.
- 6. Global Collaboration technology:** Support the design, provision and administration of suitable services worldwide to maintain effective and secure knowledge management, collaboration, and productivity systems.
- 7. Technology Champion:** provide user guides and training material to facilitate use of technology services; and act as a technology advisor helping the business get the most from technology.
- 8. Other tasks** as requested by your manager.

## Our Capabilities:



## As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

## Skills:

- Strong background in end user technology management
- Strong experience with MS suite of products (Azure, Office 365, SharePoint, Active Directory, Exchange online etc.)
- Excellent problem solving and analytical skills
- Excellent stakeholder management and collaboration skills
- Strong exposure to IT Risk and Compliance

## Essential Experience:

- 3-4 years of experience in a similar role working for a global organisation
- Proven experience in simplifying complex processes
- Managing vendors on a daily basis
- Supporting technology projects.
- Managing purchasing and IT assets.
- Developing and testing technology solutions.
- Managing complex or difficult requests to successful conclusion
- Administration of complex systems

## Desirable Experience:

- ITIL experience
- Process mapping experience
- Exposure to lean methodologies
- Design and implementation of technology systems
- Experience training or inducting staff
- Experience implementing security controls
- Project Management

- Strong documentation skills
- Strong planning and organizing skills
- Demonstrated interpersonal skills and ability to build cooperative relationships.
- Exceptional customer service skills

**Qualifications:**

Relevant IT technical qualifications.

**Travel:**

N/A

**The position involves:**

This position is recognised as having “Contact with Children” either direct or indirect  
This position does not involve “Working with Children” either direct or indirect.

**Additional Responsibility:**

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.