NGANAMPA HEALTH COUNCIL INC

**POSITION DESCRIPTION**

**POSITION TITLE** Information Technology Manager

**LOCATION** Alice Springs or Remote

**RESPONSIBLE TO** Business ServicesManager

# SUMMARY OF RESPONSIBILITIES

As the IT Manager you will be leading Nganampa IT function in the delivery and support of solutions that span servers, operating systems, collaboration, security, clinic services and mobile platforms across 6 remote clinics, Alice Springs and Umuwa Offices and staff working offsite in locations all over Australia. You will be responsible for preparation, installation, configuration, operation and maintenance of site IT hardware, software and related infrastructure.

#### RELEVANCE TO NGANAMPA HEALTH COUNCIL STRATEGIC PLAN

Nganampa Health Council (NHC) will continue to develop and implement an Information Management and Technology platform that maximises our capacity to take advantage of developing communication and information technologies in a sustained and effective manner in a remote delivery environment.

# KEY DUTIES

Strategy development, implementation and communication

* Own, maintain and promote IT strategy for NHC
* Remain up to date with advances in technology and industry best practices.
* Re-establish and manage NHC’s IT Committee
* Implementation of IT Review recommendations
* Implement and maintain IT policies and best practice procedures/guidelines.
* Identification of gaps in IT operations and capability and lead implementation of appropriate corrective actions
* Develop and maintain regular operational IT reporting for senior management

Provide Technical Expertise and Support

* Liaise with Medical Administration Team and Clinic’s to ensure IT development supports clinic software functionality
* Oversight management of end-user computing and support, network infrastructure including telephony
* Ensure IT security and risk management of NHC’s IT systems
* Manage Microsoft OS and 365 environments
* Coordinate all technology installations, upgrades, and maintenance
* Ensure effective systems operations through regular testing, troubleshooting, and modifying
* Provide hands on escalation support as required

Build NHC employees’ IT capacity

* Communicate IT information to NHC staff
* Design and deliver key IT training to staff
* Continuous education and awareness of IT Security and risks
* Other duties as required by BSM

Manage hardware, software and licencing procurement.

* Oversee the annual IT budget and ensure cost-effectiveness
* Oversee development of register of IT devices and their cyclic replacement
* Management of IT servers and ensure integrity of file structure and appropriate access for users
* Manage NHC IT vendors and contracts to provide superior levels of service for NHC staff.

# KEY ACCOUNTABILITIES

* Manage day-to-day operations
* Establish, deliver & maintain an IT strategic plan
* IT software, hardware and licencing procurement and tracking
* Communications and reporting
* Employee IT literacy

# SELECTION CRITERIA

## Essential Requirements

* Bachelor’s degree in information technology, computer science, software engineering, or a related field
* Proven experience as an IT Manager – infrastructure, services and outsourcing
* Successfully implemented IT strategic plans
* Demonstrable knowledge of up to date industry best practices
* Demonstrable exposure to a broad range of IT disciplines
* Proven experience working with virtual teams
* Proven pragmatic and agile approach to identifying issues and delivering solutions
* Experience in ITIL Services Management Framework
* Demonstrated experience in administering Microsoft 365 suite (Teams, OneDrive, SharePoint)
* Demonstrated written communication skills with experience in writing and developing reports, policies and procedures in conjunction with a consultation to relevant stakeholders
* Negotiation and conflict resolution skills
* Well-developed communication and interpersonal skills
* Satisfactory police and working with children check, and COVID Vaccinated

**Personal Skills**

* Interest in and suitability for, employment in an Aboriginal community-controlled

organisation

* Ability to communicate effectively and work collaboratively in a multi-disciplinary,

The cross cultural and complex organisational setting

* Ability to liaise effectively and professionally with external funding and other

stakeholders

**Desirable Requirements**

* Previous experience working with Aboriginal people or in a cross-cultural setting
* Previous experience working in the health care industry