

Position Description	
Title	Technology and Systems Manager
Status	Full-time, fixed term contract 24 months, with potential for permanency
Grade	SCHADS Award Level 7
Reports to	Director of Quality and Impact
Direct reports	1-2 staff
Location	WAGEC's Redfern Head Office and regular travel to other WAGEC sites
Date approved	Sept 2026

Organisational Context

The Women's and Girls' Emergency Centre (WAGEC) is a non-government, not-for-profit, charitable organisation that supports clients in crisis and advocates for social change in the community. By 'client', we refer to all women (cis and trans), families and non-binary people comfortable in women-centric spaces.

We work across Sydney, on the lands of the Gadigal, Wangal and Dharug people of the Eora Nation and our activities extend across many Aboriginal nations and language groups. We seek always to work respectfully in partnership with communities and in accordance with local protocols.

For over 45 years we have been doing this work in partnership with community, business and government stakeholders. Every night, we support 200 clients impacted by homelessness, domestic violence and systemic disadvantage. Equally, we seek to address the underlying causes of gender-based violence through primary prevention activities to end gender-based violence in a generation.

Our Vision

Build a community free from gender-based violence by harnessing collective power and shaping a safer future for generations to come.

Our Purpose

We create safe spaces for women and families impacted by homelessness, domestic and family violence and systemic disadvantage. We create enduring change in times of crisis through access to safety, housing, and material support. We work with our communities to advocate social change. We are trauma-informed, culturally responsive and respectful in our practice and the design of our programs and activities. The safety and wellbeing of children and young people is at the core of WAGEC's work.

Our Values

Our values are how we show up – with passion, purpose, and allyship.

- Respect – every person matters
- Collaboration – change happens together
- Social Justice – dismantles injustice, build what's fair
- Adaptability – unlearn, relearn, grow.

Program overview – Quality and Impact - Systems and Technology

The Quality and Impact (Q&I) department drives continuous quality improvement and effective business operations and service delivery across WAGEC. The team aims to strengthen client services, workplace productivity, and social impact across the organisation. A multi-disciplinary team, Q&I is responsible for a broad range of essential business functions and strategic projects, including facilities management, accreditation, evaluation, child safety, organisational improvement, systems, and technology.

Working closely with the Q&I team, Technology and Systems Manager, Digital Uplift project teams and WAGEC's existing IT service providers, the Digital Change Lead will support the delivery of the four key pillars of WAGEC's **Digital Uplift Strategy 2026 to 2027**:

1. **Optimise WAGEC's IT environment:** Consolidate and simplify our technology environment.
2. **Build capacity and capability:** Improve productivity and enable our people to use technology effectively.
3. **Lead technology as an enabler:** Use technology to support innovation, service delivery and organisational effectiveness.
4. **Strengthen security and governance:** Improve cybersecurity, risk management, data governance and technology maturity.

At WAGEC, 'digital' encompasses the people, processes, data, governance and technologies that enable effective service delivery, decision-making, risk management and organisational performance. Technology is an enabler of these outcomes, not an end in itself.

Position Purpose: Technology and Systems Manager

The Technology and Systems Manager is responsible for operationalising WAGEC's technology strategy and ensuring that our technology environment is secure, reliable, fit for purpose, and aligned with organisational priorities.

The role provides a combination of strategic oversight, hands-on technical leadership and effective vendor management. The Technology and Systems Manager will oversee WAGEC's core technology platforms and third-party providers, with responsibility for Microsoft 365, technology infrastructure, cybersecurity, data governance, system controls and technology-related risk.

The role will translate WAGEC's **Digital Uplift Strategy** into practical improvements across systems, processes and organisational capability. This includes identifying opportunities to consolidate and improve systems, strengthening security and governance, supporting technology adoption and ensuring external providers deliver against agreed service, security and performance expectations.

The Technology and Systems Manager will work closely with the Quality and Impact team, Management Team, and outsourced IT Help Desk provider to manage technology risks and issues, improve operational efficiency, enable innovation and ensure technology supports safe and effective service delivery.

Role Boundaries and Key Relationships

The Technology and Systems Manager:

- Owns WAGEC's Microsoft 365 environment, core technology platforms and technology vendor relationships.
- Leads technical implementations and system improvements, while the Digital Change Lead coordinates organisational change, communication, training and adoption.
- Owns technology-related data security, access, integrity and system controls. Organisational impact reporting, insights and analytics remain the responsibility of relevant system owners and senior leaders.
- Holds external technology providers accountable for agreed service, security, performance and contractual outcomes.
- Works with internal system owners, who remain accountable for team processes, appropriate system use and data quality within their respective functions.
- Provides technical advice and guidance to staff and leaders to support informed technology decisions.
- Works collaboratively across WAGEC to ensure technology decisions reflect client safety, organisational priorities, accessibility, privacy and operational requirements.

The core responsibilities of the role are:

1. Technology Strategy and Leadership (20%)
2. Systems, infrastructure, and vendor management (30%)
3. Data Governance and Reporting (25%)
4. Cybersecurity and Risk Management (20%)
5. WAGEC culture (5%).

Core Position Responsibilities

1. Technology Strategy and Leadership (20%): Lead the operationalisation of WAGEC's Digital Uplift Strategy through setting the direction, priorities and governance for WAGEC's technology environment	
Key focus areas	a) Own and maintain the technology roadmap and the components of the Digital Uplift Strategy. b) Develop and monitor an 18 month implementation roadmap, budget, dependencies, risks and benefits, with priority emphasis on technology optimisation and security and governance.

	c) Provide evidence-based strategic advice to the Senior Leadership Team (SLT) on technology opportunities, risks and investments d) Monitor emerging risks, issues, technologies and systems that may impact organisation objectives and provide recommendations on mitigations e) Lead, coach and develop Technology team members and clarify accountabilities across internal system owners and external providers. f) Manage team performance and professional development g) Foster a culture across all levels of the organisation that supports responsible data management, cyber security, collaboration and continuous improvement
Performance Measures	• At least 80% of agreed Roadmap milestones are delivered by their approved dates, with delays and dependencies reported. • Technology decisions, risks and exceptions are documented and escalated through agreed governance. • Team objectives, supervision and development plans are in place.

2. Systems, infrastructure, and vendor management (30%): provide centralised management of WAGEC's technology and Microsoft environment to ensure reliability, efficiency, and value-for-money

Key focus areas	a) Manage and optimise core organisational platforms, applications, devices and software-as-service, including but not limited to Microsoft 365 and new CRM b) Manage outsourced IT services and other technology suppliers, including contracts, service levels, advice quality, performance, project implementation, hardware life cycle renewals and escalations. c) Clarify and maintain responsibilities for system ownership, administration, support and business use. d) Coordinate and/ or approve or recommend system selection, configuration, upgrades, integrations and decommissioning in line with architecture, security and business requirements. e) Work collaboratively and flexibly with key stakeholders to enable efficient and effective project implementation, including a combination of hands-on and strategic approaches f) Maintain current technology documentation, standards, policies, procedures, asset information and service arrangements. g) Drive improvements to risk/ issue management, compliance and quality within technology and systems environment h) Monitor cost, service quality and value, and recommend practical improvements.
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Performance Measures	• Service level agreements, vendor actions, renewals and material issues are monitored and addressed in timely manner • Critical systems have documented owners, support arrangements and lifecycle plans. • Technology expenditure is monitored against budget and supported by clear value and risk considerations.
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3. Data Governance and Reporting: (25%): Strengthen technology-related controls for information, data and technology to align with secure, ethical and effective uses	
Key focus areas	a) Develop and maintain technology-related data governance frameworks, procedures and practices relating to access, security, retention, system integrity, data movement and technical controls. b) Work with leadership teams to implement practical standards for data quality, ownership and secure handling within systems. c) Provide technical advice regarding privacy, AI governance, data sovereignty and responsible use of information. d) Lead organisational reporting, analytics and business intelligence initiatives that enable reporting and data hygiene objectives e) Work collaboratively with management to develop and implement improved ways of collecting, storing and reporting on data
Performance Measures	• Evidence of implemented projects/outcomes that improve data collection, storage and reporting

4. Cybersecurity and Risk Management (20%): Own, lead and advise on risk management and safety	
Key focus areas	a) Maintain cybersecurity controls, risk assessments and awareness arrangements in collaboration with external providers and internal stakeholders. b) Review and maintain cybersecurity policies, controls and awareness programs c) Coordinate the management of security threats, incidents, vulnerabilities and remediation actions. d) Oversee robust backup, disaster recovery and business continuity and recovery testing arrangements e) Coordinate security audits, vulnerability assessments and remediation activities f) Support compliance with privacy, contractual and regulatory technology requirements. g) Provide advice and support to WAGEC's IMS, Board, and other governance functions on cybersecurity and risk management

Performance Measures	• Compliance with good practice guidelines, legislation and internal policy • Material cyber risks, incidents and remediation actions are recorded, assigned and reported promptly • Recovery and continuity arrangements are documented and tested on an agreed cycle.
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5. WAGEC culture (5%): proactively contribute to WAGEC's overall culture and impact	
Key focus areas	a) Work in a manner consistent with WAGEC's purpose, values, and strategy. b) Champion a culture of continuous improvement c) Apply WAGEC's values to ethical dilemmas, managing your professional and personal obligations at work. d) Maintain a strong and healthy professional identity and approach through participation in regular supervision, self-care, and professional development e) Contribute to WAGEC's overall social impact by delivering on role expectations, from time to time performing other duties as requested by your Manager and being a proactive team member.
Performance Measures	• Provide examples of personal contribution to maintaining a safe, ethical, and effective culture • Provide examples of applying our values of Respect, Collaboration, Social Justice and Adaptability in your work

Key selection criteria	
Experience	• Relevant tertiary qualifications in Information Technology, Computer Science, Information Systems or related discipline. • Substantial experience managing a complex organisational technology environment, including Microsoft 365, cloud services, enterprise applications and outsourced support. • Demonstrated ownership of technology governance, cybersecurity risk, systems lifecycle management and operational resilience. • Strong vendor, contract, procurement and budget management experience. • Experience developing and delivering practical technology roadmaps and overseeing system/ project implementations. • Experience managing cybersecurity, information security and technology risk. • Ability to translate technical risks and options into clear advice for non-technical leaders. • Demonstrated ability to manage competing priorities and deliver outcomes.

	• Experience with CRM platforms, fundraising systems and business intelligence tools. Desirable: • Experience within the not-for-profit, community services, health or education sectors. • Working knowledge of Australian Privacy Principles and relevant legislative requirements. • Certifications and/ or experience such as ITIL, PRINCE2, PMP, CISSP, Microsoft, Azure or related qualifications.
Required skills	• Working at WAGEC requires resilience, as staff may be exposed to disclosures of sensitive information which may include child sexual abuse, domestic violence and child protection issues. • Ability to work in a culturally responsive and respectful way with Aboriginal and Torres Strait Islanders, people from culturally diverse and LGBTIQ+ communities • Strong technology leadership, able to identify and lead capacity and capability building across multidisciplinary teams and people of varying abilities • Change and Values-aligned leadership • Strong project management and problem-solving skills • Strong business and financial acumen, budget and resources management
Preferred knowledge	• Innovative strategic thinking with the aim of improving organisational efficiencies through technology solutions • Best practice data management, privacy and AI governance frameworks • Advanced cybersecurity awareness, coupled with practical knowledge of implementing risk management strategies • Understanding of the causes and impacts of vicarious trauma and a commitment to workplace safety.
Qualifications / licences	• Qualifications and/or equivalent experience in the areas of Information Technology, Computer Science, Information Systems, business operations, or other relevant fields. • NSW Working with Children Check - essential • NSW Driver's License - desirable • National Police Check (Having a criminal record does not automatically exclude you from this role. Please discuss your situation with us confidentially.)

General employment conditions

All WAGEC employees, volunteers, students and contractors are required to:

- Understand and adhere to WAGEC's vision, purpose, values and ethical stance
- Proactively and positively contribute to WAGEC's culture and impact
- Work in accordance with WAGEC policies and procedures
- Demonstrate respectful and culturally appropriate ways of working
- Comply with all Workplace Health and Safety systems and practices
- Maintain a valid NSW Working with Children Check and comply with all WAGEC child safeguarding and protection measures
- Comply with relevant NSW legislative requirements.

WAGEC is entitled to employ only female, female-identifying, and non-binary staff, due to the nature of our service, under the Anti-Discrimination Act, 1977 (NSW) Section 31.

This role may be required to lift moderately heavy items on occasion.

WAGEC is a child safe organisation and committed to the safety, wellbeing, and empowerment of all children that we engage with in our services and community. We have a whole organisation approach to upholding children's rights and striving to prevent all forms of harm, abuse and neglect for children and young people.

I understand and agree to the responsibilities and terms of this Position Description:

Employee Name	
Employee Signature	Date:
Manager Name	
Manager Signature	Date: