



POSITION DESCRIPTION

Technology Business Partner

OVERVIEW

Program:	Enterprise Support
Reports to:	Head of Technology
Supervises:	Nil
Date of Last Review:	August 2026
Classification:	Social and Community Employee Level 6
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in the Scheme.

PROGRAM INFORMATION

The Enterprise Support division is responsible for supporting the delivery of the Mission's Strategic Plan and operational needs for Information Technology, Finance and Accounting, Administration and Property and Procurement.

The Technology function is responsible for the life cycle of critical Business Applications, SHM IT infrastructure, network, and system security. Technology provides IT assets and services associated with information, information processing and communication to authorised personnel to carry out work activities to serve SHM clients and communities.

PURPOSE OF THE POSITION

- The role of Technology Business Partner is to act as the primary relationship manager between Technology, business programs, and application vendors. The role supports SHM to select, implement, govern, maintain and improve business applications, so they meet operational needs, service delivery outcomes, and regulatory requirements.
- The role provides application portfolio management, business partnering, vendor coordination, solution advisory, and application lifecycle management across SHM. This includes working with System Owners and business stakeholders to understand requirements, support business cases, coordinate implementations, manage application changes, review vendor performance, and identify opportunities for continuous improvement.

KEY RESPONSIBILITIES

Responsibilities	Major Activities
Business partnering and stakeholder engagement	- Act as the primary Technology contact for application-related initiatives, changes and improvement opportunities. - Build effective working relationships with business leaders, System Owners, application administrators, vendors, and other stakeholders. - Facilitate conversations with business programs to understand operational needs, risks, priorities, and service delivery requirements. - Provide practical technology advice that supports informed business decisions while recognising that business programs remain accountable for business outcomes and adoption. - Identify opportunities to improve business processes, reduce duplication, improve reporting, streamline workflows and make better use of existing systems. - Support business programs to maximise value, adoption and effective use of approved business applications.
Application portfolio management	- Maintain a holistic view of SHM key business applications, including purpose, ownership, vendor, hosting model, data sensitivity, integrations, support arrangements, criticality and lifecycle status. - Support the maintenance of the Application Portfolio Register, systems landscape and related documentation. - Work with System Owners and application administrators to identify key datasets, integration dependencies, reporting needs and system risks. - Coordinate regular application reviews proportionate to business criticality, risk and information sensitivity. - Support the Head of Technology in developing and maintaining the Technology roadmap for business applications.
Application selection and solution advisory	- Support business programs to define business needs, requirements, options and evaluation criteria for new or replacement applications. - Facilitate workshops with business programs, procurement stakeholders and vendors where required. - Support RFI, RFP and procurement activities in line with SHM procurement requirements and delegated authority requirements. - Assist business owners to prepare application business cases, including consideration of cost, security, privacy, supportability, integration, reporting and lifecycle implications. - Provide Technology input into vendor demonstrations, product assessments and application selection decisions.
Implementation and change enablement	- Coordinate agreed Technology activities for application implementation, upgrade or significant change projects. - Work with vendors and stakeholders to support system configuration, integration, data migration considerations, testing, training environments and operational readiness. - Support documentation of business processes, business requirements, information requirements, key decisions, risks and go-live readiness. - Coordinate user acceptance testing activities with business programs, including test planning, issue management, retesting and acceptance support. - Provide support for the development of training materials, communications and adoption activities where required.
Ongoing systems support and improvement	- Support ongoing configuration changes, system improvements, vendor issue resolution and application administration processes. - Coordinate technical issue resolution with vendors, the MSP and internal stakeholders as required.

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	- Review application performance, support arrangements and vendor service levels to ensure issues are recorded, monitored and addressed. - Work with System Owners and business stakeholders to analyse new requirements, proposed changes and adjustments to business processes. - Ensure application documentation remains current, practical and accessible to relevant stakeholders.
Application governance and access management	- Support consistent application governance across SHM, including application ownership, System Owner responsibilities, access models and lifecycle controls. - Manage or coordinate application account creation processes where responsibility has transitioned to Technology. - Support the development and review of role-based access models for business applications in consultation with business programs and System Owners. - Support permission reviews, access reviews, segregation of duties considerations and user lifecycle processes for application access. - Ensure access management documentation is maintained and supports onboarding, offboarding, role changes and audit activities.
Business application security and risk	- Work with vendors and internal stakeholders to assess and review application security controls, data security, privacy and regulatory requirements. - Support application risk reviews, security assessments, privacy considerations and remediation activities where gaps are identified. - Maintain records required for application security, risk, incident and access management activities. - Work with relevant stakeholders to ensure business application disaster recovery and continuity arrangements are documented and reviewed. - Support the preservation and retention of records relating to application-related incidents where required.
Vendor and partner management	- Manage day-to-day relationships with key application vendors and implementation partners. - Monitor vendor performance, support commitments, renewal dates, contract requirements and service issues in consultation with relevant stakeholders. - Support vendor due diligence, procurement, renewal and contract review activities as required. - Work with vendors and stakeholders to ensure agreed deliverables, service levels, security expectations and issue resolution commitments are met. - Ensure vendor information, support pathways and escalation arrangements are documented and kept current.
Data and reporting enablement	- Support business programs to identify reporting, data quality and integration needs associated with business applications. - Work with stakeholders to support appropriate use of reporting tools, dashboards, datasets and application data extracts. - Contribute to data governance, application data classification and data quality activities where relevant to business applications. - Support initiatives involving Power BI, data integration or reporting platforms where agreed with the Head of Technology.
Health & Safety	- Exercise a duty of care for the health and safety of staff, volunteers, clients, and customers in your charge and implement effective health and safety measures to ensure compliance with the Occupational Health and Safety Act 2004 (Vic) and related legislative requirements. - Knowledge of and compliance with SHM Health & Safety Framework.

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RISK	- Responsible for considering, identifying and addressing risk. - Knowledge of and compliance with SHM Risk Framework. - Ensure actions assigned to the applicable role or program in the risk treatment plan are undertaken and delivery dates are met.
CQI (Continuous Quality Improvement)	- Encourage a continuous quality improvement team culture. - Identify quality improvement opportunities. - Knowledge of and compliance with SHM Quality Framework. - Responsible for implementing and monitoring CQI initiatives related to role and/or program.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current Criminal Records Check
- Alignment with SHM Values

QUALIFICATIONS

Essential

- Relevant qualification or equivalent experience in Information Technology, Business Information Systems, Business Analysis, Project Management or a related discipline.
- Experience supporting or managing business applications in a complex service delivery environment.
- Experience working with business stakeholders, vendors and technical resources to deliver application improvements or system changes.
- Experience with application lifecycle management, requirements gathering, implementation support, vendor coordination and documentation.
- Working knowledge of application access management, role-based access control, system administration and information security principles.
- Strong communication, stakeholder engagement, analytical and problem-solving skills.

Desirable

- Experience with SQL, reporting tools, integration requirements or data mapping.
- Experience in community services, not-for-profit, health, aged care or human services environments.
- Experience supporting procurement, vendor due diligence, system selection or business case development.
- ITIL, business analysis, project management or change management certification or practical experience.

KEY SELECTION CRITERIA

- Good communication with strong stakeholder management and engagement skills.
- Good analytical and problem-solving skills.
- Ability to work collaboratively and constructively with teams of peers, staff and other stakeholders, as well as vendors.
- Initiative and effective personal judgement when working alone.

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- Relevant experience supporting business applications, system selection, implementation, vendor coordination or application lifecycle management.
- Working knowledge of application access, role-based permissions or application governance activities.
- Commitment to documentation, knowledge sharing, continuous improvement and effective service delivery.
- Strong alignment with the values of Sacred Heart Mission. (Mandatory)

VISION, MISSION AND VALUES

Our vision is of an inclusive, fair, and compassionate community, which enables people to overcome disadvantage and realise their full potential. Our mission is to build people’s capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion. Our Values are:

- Welcome – we welcome and actively engage people in order to build relationships based on respect and trust.
- Community - we enable people to feel supported by and connected to the broader community.
- Challenge - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- Accountability - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- Innovation - we ensure that our services remain contemporary, creative, responsive, and effective.

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