



# POSITION DESCRIPTION

## IT Systems Manager

**Division:** IT & Systems

**Employment:** Full Time

**Reporting to:** Chief Executive Officer

**Remuneration Package Range:** \$100k - \$130k per annum excluding superannuation.

### Primary Objectives

#### **The Organisation:**

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 40 years. Our core services are to provide supports in-home, assistance with accessing the community, capacity building day programs and providing award winning accommodation for a short or long-term basis.

#### **The Role:**

The IT Systems Manager is responsible for overseeing the organisation's information technology infrastructure, ensuring cyber security, and providing technical support to staff across all sites. This role supports the organisation's operational needs by ensuring the reliability, security, and efficiency of IT systems, while also enhancing digital technology use within office environments and service delivery settings.

### Key Selection Criteria

1. Proven experience in IT management
2. Strong knowledge of cyber security principles and data protection regulations.
3. Experience in providing IT support and training to diverse user groups.
4. Ability to manage IT projects, vendors, and budgets effectively.
5. Excellent problem-solving skills and ability to work under pressure.
6. Strong communication and interpersonal skills, with a focus on staff support.
7. Understanding of accessibility needs in IT systems.



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<p>Specific Accountabilities</p>	<p><b><u>Responsibilities</u></b></p> <p>The IT Systems Manager plays a crucial role in maintaining and advancing the organisation’s technological capabilities. This includes providing essential IT support, ensuring cyber security, managing digital infrastructure, and driving innovation through AI and automation. The following responsibilities outline the key areas of focus for this role.</p> <p><b>IT Support &amp; Staff Assistance</b></p> <ul style="list-style-type: none"><li>• Provide timely IT support and troubleshooting to staff across all organisation locations.</li><li>• Manage IT service desk operations, ensuring prompt resolution of technical issues.</li><li>• Develop and deliver training sessions to staff on IT best practices, new systems, and cyber security awareness.</li><li>• Ensure accessibility and usability of IT systems for staff working with SRS.</li><li>• Guide new &amp; existing employees on data privacy, system security, and proper use of software and hardware.</li><li>• Lead and mentor any internal IT personnel.</li><li>• Provide onsite IT assistance during training sessions and support IT setup for presenters.</li></ul> <p><b>Cyber Security &amp; Compliance</b></p> <ul style="list-style-type: none"><li>• Develop, implement, and maintain robust cyber security measures to protect organisational data.</li><li>• Monitor IT systems for potential security breaches and respond to incidents accordingly.</li><li>• Ensure compliance with industry standards and regulatory requirements related to data protection.</li><li>• Conduct regular security audits and risk assessments.</li><li>• Coordinate IT systems external auditors and complete the actions as outlined by external auditors</li><li>• Retrieve data from security systems as requested by managers and law enforcement.</li></ul> <p><b>IT Infrastructure &amp; Digital Technology Management</b></p> <ul style="list-style-type: none"><li>• Oversee the maintenance and improvement of the SRS’s IT infrastructure, including servers, networks, and cloud-based systems.</li><li>• Ensure the effective deployment and management of digital technologies in office and service locations.</li><li>• Manage relationships with IT vendors and service providers.</li></ul>
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- Oversee the procurement, setup, and maintenance of IT hardware and software.
- Establish and maintain an IT Asset Management System (ITAMS) to track IT inventory.
- Conduct quarterly evaluations of IT equipment across all sites and provide recommendations for improvements.
- Research and implement assistive technologies to improve digital access for staff and participants with disabilities, ensuring inclusive use of systems across all services.

## **Strategic IT Planning & Innovation**

- Develop and oversee data governance frameworks to ensure ethical data collection, storage, access, and use in accordance with NDIS, Privacy Act, and ISO standards.
- Identify and recommend technological improvements to enhance operational efficiency.
- Stay up to date with emerging technologies relevant to SRS.
- Support digital transformation initiatives to improve service delivery and internal processes.
- Work with stakeholders to develop and maintain Robotic Process Automation (RPA) and Artificial Intelligence (AI) solutions.
- Collect analytics data on IT issues to identify trends and implement long-term solutions.
- Explore AI-driven solutions to enhance operational efficiency, service delivery, and accessibility.
- Implement AI-powered tools to support data analysis, process automation, and staff training.

## **Business & Communication Support**

- Maintain and update the organisation's website as requested.
- Ensure queries and information requests through digital channels are distributed and/or responded to appropriately.
- Assist managers and decision-makers with retrieving relevant reports and data from IT systems.
- Lead the development of dashboards and self-service reporting tools for executive and operational teams, enhancing decision-making through real-time insights.
- Work with Quality Care & Training Coordinator to develop video training content and update online training modules to ensure compliance and relevance.



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	<ul style="list-style-type: none"><li>• Participate in IT steering meetings and contribute to the organisation's IT strategy.</li><li>• Compile a Quarterly report for the Executive managers to review and present to the Board of Management</li></ul> <p><b><u>Accountability and extent of authority</u></b></p> <p><b>Accountability</b></p> <ul style="list-style-type: none"><li>○ Confidentiality to be observed at all times;</li><li>○ Professional behaviours, tactfulness and courtesy to be exercised;</li><li>○ Liaise with Line Manager on matters that will impact on direct care services.</li></ul> <p><b>Limit of authority</b></p> <p><i>The employee does not have the authority to:</i></p> <ul style="list-style-type: none"><li>• Carry out tasks without the necessary skills or competence;</li><li>• Undertake a task, which poses a threat to the rights, health or safety of the organisation or the participants.</li></ul>
Conditions of Employment	<p><b><u>Qualifications/Experience</u></b></p> <p>Significant knowledge and experience supported with tertiary qualifications in the relevant field; plus at least one-year relevant experience in Management:</p> <ul style="list-style-type: none"><li>• Degree in Information Technology, Computer Science, or a related field.</li></ul> <p><b><u>Employment Conditions</u></b></p> <p>The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.</p> <ul style="list-style-type: none"><li>• <b>Probationary Period</b> - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.</li><li>• <b>Victorian Working with Children Check</b> – All appointments are subject to a clear Working with Children Check. The appointee</li></ul>



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	<p>is required to provide details of the Working with Children Check to Human Resources.</p> <ul style="list-style-type: none"><li>• <b>NDIS Worker Screening Clearance</b> (if engaging in a Risk Assessed Role) – NDIS Worker Screening clearance includes Police Record Check,</li><li>• <b>Police Record Check</b> – ONLY if NDIS Worker Screening Check is not needed for the role.</li><li>• <b>Disqualified Carer Checks - Victoria Carer Register</b> (ONLY for staff who are supporting Children UNDER 18 YEARS funded through DFFH – Victoria),</li><li>• <b>Current Driver's License,</b></li><li>• <b>Two (2) Professional References,</b></li><li>• <b>First Aid Certificate,</b></li><li>• <b>Notification of COVID 19 vaccination status,</b></li><li>• <b>Occupational Health &amp; Safety</b> – To adhere to SRS OH&amp;S policies, procedures and guidelines at all times.</li><li>• <b>Smoke free environment</b> – All SRS sites/properties are a smoke free environment. If you smoke you must organise unpaid breaks and adhere to the SRS policy.</li><li>• <b>Qualifications</b> - The successful applicant will be required to substantiate formal qualifications.</li><li>• <b>Remuneration</b> - is according to an Individual Contract with Salary Packaging included.</li><li>• <b>Training</b> - All employees are required to undertake training as deemed by Managers that is appropriate to their position, responsibilities and needs,</li><li>• <b>Fundraising</b> – Fundraising is an integral function at SRS. All staff is required to assist and be actively involved in volunteer events and functions and lead by example at all times,</li><li>• <b>Hours and Place of Employment</b> - Making appointments with participants and their representatives to suit their individual needs will require flexibility in working hours and locations. It is recommended that meetings are conducted at a location agreed by both parties. Hours include office based administration hours and direct contact hours in the field providing supervision, mentoring and training plus meeting and greeting families and the people we support.</li></ul>
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