

Position Description

Position Title	IT Manager
Program	System & Service Design
Employment Status	Full time
Tenure	Ongoing
Classification	Kids First EBA – SCHADS
Position reports to	GM, Digital, Data & IT
Location	Thomastown and other Kids First Locations

Kids First is a child, youth and family services provider and early years education specialist. We have proudly been at the heart of community care in Victoria since 1896.

Our proud history is matched with a progressive mindset as we continually deliver Australian-first and sector leading programs designed to strengthen family relationships, support healing and recovery from trauma and set children and young people up for brighter futures.

We nurture an inclusive and rewarding culture that attracts and retains talented people, bound to a common purpose. Built on our legacy of more than 125 years of community service, we actively support our people to make a significant difference to the lives of children, young people and families. Every. Single. Day

Kids First is a child safe organisation and is committed to maintaining a child safe environment for children and young people who access our services.

As an Equal Opportunity employer, we respect and value diversity and inclusion. We welcome everyone to apply, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation, and physical ability. Reasonable adjustments will be made for people with disabilities where operationally viable.

Our Purpose

Every day we will work together to improve the life trajectories of children and young people, and maximise positive outcomes for them and their families.

Our Values

Our HEART values encapsulate the way we work together and partner with children and families to bring positive and sustainable outcomes.



Hope
We believe that change is possible and achievable



Empowerment
We build on people's strengths and support their ability to make positive changes in their lives



Accountability
We are open and transparent in everything we do



Respect
We value all people



Trust
We act in an ethical, inclusive, professional and open manner

Position Purpose

The IT Manager position is responsible for the development, implementation and maintenance of the IT infrastructure, security framework and day to day management of the IT environment, including the coordination and oversight of projects relating to system development and/or equipment. The focus will be to lead IT projects efficiently, securely and effectively and to support agency users with all aspects of IT infrastructure and systems. You will set targets for internal staff and focus on performance management while fostering a learning environment and ensuring staff feel comfortable to provide suggestions and follow through with ideas. Additionally, the role requires being present in the office for four days a week, with one day of flexibility to work from home.

Organisational Relationships

Supervisor	<ul style="list-style-type: none">• GM, Digital, Data & IT
Direct Reports	<ul style="list-style-type: none">• Level 2 IT Co-ordinator• Level 1 IT Support Officers• Volunteers & interns as required
Internal Relationships	<ul style="list-style-type: none">• Chief Executive Officer• Director, Business Service Transformation• GM, Innovation & Design• Executive Team• Senior Leadership Team• Prevention team• All staff
External Relationships	<ul style="list-style-type: none">• Key Stakeholders including, government, corporate, community and fundraising/ philanthropic stakeholders• Professional networks

Key Responsibilities

IT PLANNING & OVERSIGHT

- Work with General Manager, Digital, Data and IT to manage and roll out IT initiatives in Digital Transformation Strategy.
- Develop and implement policies and procedures to ensure compliance with the Privacy and Data Protection Act 2014 and Victorian Protective Data Security Standards.
- Documentation of IT standards and creation of user documentation for repeatable tasks/changes/new systems.

SYSTEMS IMPLEMENTATION AND INFRASTRUCTURE MANAGEMENT

- Manage all aspects of the implementation and operation of information and functional systems for the agency, including applications, networks, phone system, security cameras, and end-user devices
- Configure, manage, and deploy Microsoft 365 services including but not limited to Exchange Online, SharePoint Online, Teams, and OneDrive.
- Manage core infrastructure including Active Directory on Premises and Azure, endpoint manager and defender etc.
- Ability to configure, maintain and troubleshoot Intune for laptops and mobile devices.
- Setup/install new desktops, laptops, and tablets for end users, setup/support phones, smartphones and printing devices.

SECURITY

- Implement and maintain security measures to protect the company's IT infrastructure and data from cyber attacks.
- Manage user access controls and permissions.
- Educate employees on cybersecurity best practices.

CUSTOMER SERVICE

- Oversee management of IT helpdesk across all Kids First sites and ensure delivery of service is upheld across the agency
- Provide technical support and solve tickets for end-users in a timely fashion, both as an expert Level 3. Technician and also to support and demonstrate process to team members.
- Provide support to staff, including rostering duties for one day per week from 11:30am to 8:00pm, with flexibility to work remotely from home.

TEAM MANAGEMENT

- Lead and inspire a team of IT officers, fostering a collaborative and supportive work environment.
- Set clear expectations, goals, and priorities for team members, ensuring alignment with organisational objectives.
- Provide ongoing coaching, feedback, and mentorship to team members to facilitate their professional growth and development.
- Conduct regular performance evaluations and take appropriate actions to recognize and address individual and team performance issues.

VENDOR AND CONTRACT MANAGEMENT

- Prepare systems cost estimates and cost-benefit analysis, conduct supplier analysis, and assess effectiveness across the supply chain
- Negotiate and manage contracts, service level agreements and related activities to ensure a high level of IT services are delivered
- Manage relationships with key external systems vendors
- Manage vendor invoices and payments

OTHER DUTIES

- Demonstrated project management skills and the ability to work in a high-performance environment, managing multiple tasks with strict budgets and conflicting deadlines
- Actively participate, contributing to your team and wider organisational initiatives
- Contribute actively to the maintenance of a safe workplace
- Ensure all safety issues are reported and addressed as they arise
- Proactively comply with direction from the Executives within Kids First
- Use all Kids First's resources in line with organisational policy Quality and Risk Management
- Ensure all safety issues are reported and addressed as they arise

QUALITY AND RISK MANAGEMENT

- All Kids First employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety in the workplace.

Capability Framework

Formal Qualifications	<ul style="list-style-type: none">• Tertiary qualifications in Information Technology or equivalent
Skills & Experience	<ul style="list-style-type: none">• Minimum of five years' experience in IT Operations Management with extensive people management experience• A solid knowledge of MS365 and supporting platforms• A solid knowledge of Active Directory on premises and Azure

	<ul style="list-style-type: none"> • Strong IT Strategic focus with experience of implementing and managing technological solutions across entire organisations • Proven track record in providing innovative solutions and managing projects • Strong Vendor Management experience • Experience Managing Cloud based technologies • Experience in capturing and documenting business requirements, working with users to identify requirements and developing the business case to source solutions • Sound written and verbal communication skills (including public speaking, presentations, and facilitation skills) with the ability to communicate effectively and accurately to a broad range of audiences • Strong focus on continuous improvement opportunities • Experience in supporting client server applications in a distributed Microsoft environment; • Experience in managing and mentoring teams
Other Selection Criteria	<ul style="list-style-type: none"> • Cultural fit – a positive, proactive attitude will be essential, as this role will be working with a broad range of people. • Current Victorian Working with Children Card • Willingness to undertake a Police Check • A good understanding of or willingness to learn about Aboriginal culture, values and protocols and a demonstrated capacity to work in a culturally informed and respectful manner

Inherent physical and psychological demands

Activity	Frequency (Daily/Often/Occasional)
Managing competing priorities	Daily
Computer based activities	Daily
Attending external locations	Often
Judgement and decision making	Daily
Time Management	Daily
Managing change within the organisation	Daily