

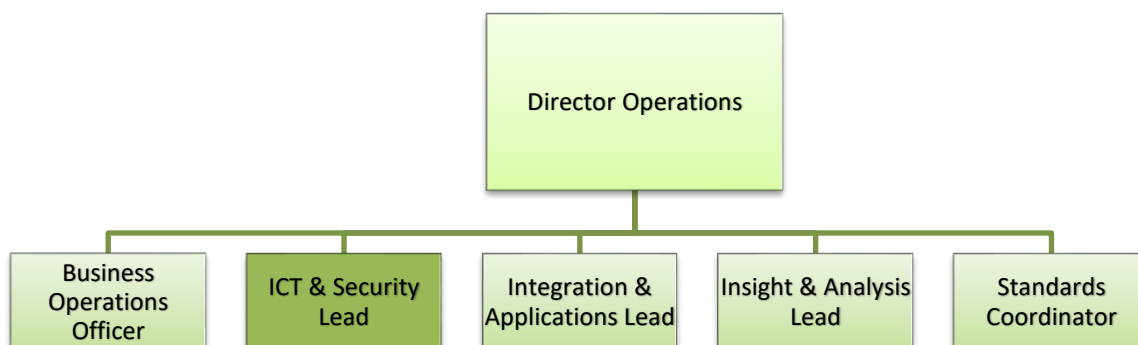
Position Description

Position	<i>ICT & Security Lead</i>
Reports to (position title)	<i>Director Operations</i>
Purpose:	The ICT & Security Lead designs and maintains network and office infrastructure, ensures security of our data and systems, provides technical expertise and promotes continuous improvement, enabling Consumer Action to implement effective and secure enterprise platforms that further Consumer Action's mission of making life easier for people experiencing vulnerability and disadvantage in Australia by supporting and enhancing infrastructure, systems and processes.
Direct reports:	<i>0</i>
Indirect reports:	<i>0</i>
Scope	<p><i>Manages enterprise network comprising 1 server, 2 printers, telephony and contact centre, client information management system and connectivity.</i></p> <p><i>Manages office equipment (50+ laptops, pcs and phones and accessories)</i></p> <p><i>Manages AV and mobile equipment</i></p> <p><i>Supports 50+ staff members and up to 10 volunteers</i></p> <p><i>Maintains enterprise compliance with all relevant state and federal data security regulations (VDPSS 2.0, APP)</i></p> <p><i>The position works closely with the Operations team and people in other teams including lawyers, financial counsellors, policy officers and the Service Development and Partnerships team. Externally, this position manages relationships with vendors as delegated, and stakeholders with whom we collaborate and/or engage.</i></p>

POSITION PURPOSE

The ICT & Security Lead designs and maintains network and office infrastructure, ensures security of our data and systems, provides technical expertise and promotes continuous improvement in relation to our systems and processes, enabling Consumer Action to implement effective and secure enterprise platforms that further Consumer Action's mission of making life easier for people experiencing vulnerability and disadvantage in Australia.

The Operations Team mission is to enable our people to help others by supporting and enhancing systems, structures and processes.



KEY RESPONSIBILITIES

- **Infrastructure management** – Under direction from the Director of Operations, design, implementation and maintenance of our network including management of RFP processes, budgets and vendors for: servers, computers, AV equipment, accessories, printers/faxes, telephony, backups, ICT connectivity;
- **Security** - analysis and enhancement of security across all enterprise platforms, monitoring operation of business critical systems and resolving complex incidents and problems; maintenance of backups; AAD management, management of business continuity and disaster recovery processes; in collaboration with Director of Operations, drives security awareness culture within the organisation;
- **Technology support** – provides Level 1-3 IT support, ensures all staff have access to appropriate technology and training to fulfil their roles within budget and organisational strategy;
- **Information management** - development of information management processes in collaboration with all staff; ensures compliance with all relevant regulations and funder requirements;
- **Expert advice** – Provides Director and CEO with ICT needs analysis and recommendations when problems are identified;
- **Mentoring** - trains and upskills Operations team members in areas of expertise as required to progress Operations projects and workplans; contributes to development of team and organisational goals as part of annual and project planning processes; provides assistance across the organisation to build technology skills
- **Reception service** - at times receive and triage public enquiries via remote mailroom, phone and occasional walk-in.

QUALIFICATIONS, EXPERIENCE AND RELEVANT SKILLS

- Experience in ICT needs analysis, scoping and solution design;
- Experience in developing and implementing multifaceted, secure solutions;
- Experience managing overlapping and inter-related projects;
- Demonstrated ability to engage with multiple and varied stakeholders, consult and manage competing priorities effectively;
- Very high ICT literacy and experience in research, analysis and communication across a variety of platforms: familiarity with Microsoft Azure AD, Office365 is essential;
- Familiarity with Client Information Management Systems, SQL, Contact Centre applications & Power BI, fluency in C# and/or other coding languages are favourable;
- A tertiary qualification in a relevant discipline, or equivalent demonstrated experience and theoretical knowledge;
- An understanding of the complexities of providing services to people experiencing vulnerability and disadvantage, particularly in the context of legal, financial counselling and advocacy services.

COMPETENCIES

- Able to identify opportunities for improvement and unintended consequences of proposed solutions; combines strategic and blue sky thinking with detailed analysis; identifies long term opportunities and hazards; designs scalable solutions;
- Works effectively with high degree of autonomy and accountability, and can demonstrate flexibility, initiative and resourcefulness, sound time management and ability to deal with competing priorities under pressure;
- Communicates in a clear and engaging way, with an understanding of the target audience and the objectives of the communication, to ensure staff understand their role in keeping our data and operations secure;

- Collaborates and works well with others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; enables integration and collaboration enhancement; upholds the values of our centre; values diversity and inclusion; and treats all people with dignity and respect.