POSITION DESCRIPTION

POSITION TITLE:	ITS Manager
LOCATION:	Southport
REPORTING TO:	Chief Operating Officer
DEPARTMENT:	Group Services

PURPOSE STATEMENT

This is a new role created to support a growing business with offices across Australia (45+ office and 350+ staff). Working with the COO, the primary focus of the role will be to support the growth of the organisation as well as being pivotal to the implementation of considerable changes across The BUSY Group.

The ITS Manager assumes management responsibilities related to all areas of the Group's ICT infrastructure, including any staff, and external contractors, and consequently plays an important role in the selection, implementation and management of information technologies to achieve the strategic plan set out by The Group.

This role is ideally suited to candidates that are looking to step into a challenging, fast-paced position which will stretch their minds into implementing meaningful, strategic, and operationally efficient business-wide solutions, always with an aim to improve the business and the services delivered.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Chief Operating Officer.

PRIMARY DUTIES

- Designing strategies and operational plans for the improvement of IT across The Group
- Implementation of approved plans and projects, utilising internal and external resources to achieve the objective
- Manage the delivery of a consistent and well regarded IT service to all users
- Ensure the systems under the responsibility of ITS meet the requirements of the business and help the business achieve its objectives
  - Provide the advice and recommendations around improving systems or taking on new technologies available in the market that ensure this continues to be the case
- Engage with Executive stakeholders and their delegates to ensure the delivery of IT matches the requirements of their business unit(s)
- Provide expert advice and recommendations around the use of technologies, new and existing, which further assist with the services The Group delivers.

KNOWLEDGE, SKILLS & EXPERIENCE

- 10 years' experience in within a senior IT position
- Experience managing complex and varied environments including a generalist technical understanding of;
  - Citrix
  - Networking
  - Security (knowledge of ISO27001 highly regarded)
  - Microsoft end user applications
  - SharePoint (online)
  - Databases, and data analysis tools such as PowerBI, SQL, and Jet Reports
- Extensive experience with Windows Server (2012 onwards), Exchange, Active Directory (Domain trusts), Azure AD, Group Policy, Intune MDM, and all industry standard operating platforms
- Self-motivated & focused with a demonstrated enthusiastic approach to improving day-to-day operations for a wide user base
- Previous experience implementing best practice in regards to SOPs, Security, and IT management policies
- Understanding of external contractual agreements and supplier relationships
- Demonstrated capability in innovation and transformation of existing work environment

KEY DIMENSIONS:

- Analytical skills and the aptitude to translate outcomes into strategies and tactics
- Business acumen and an ability to present business cases and recommendations on a commercial level
- Process driven and highly organised
- Capacity to think strategically and beyond individual operational issues
- Strong communication abilities and well-developed interpersonal skills to deal with Executive stakeholders and end-users alike
- Highly developed problem-solving skills, along with ability to analyse root cause and present options for positive change
- Positive approach to a continually changing work environment (as well as being a driver for change)
- Ability to manage and mentor junior staff

QUALIFICATIONS

- Tertiary qualification within Information Technology or a closely associated subject
- Active Microsoft, Citrix, and any industry recognised security certifications highly regarded

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature:_____   Date:_____