Position Description

ICT Manager & Network Administrator

Program	Corporate Services
Location	Wagga Wagga
Employment Type	Fulltime
Classification	
Travel Required	As required

About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga, and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient, and connected communities.
Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and a provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

Organisational Context

The ICT Manager & Network Administrator is a part of corporate services provided, working closely with the CEO, COO and CFO and Centacare staff. Centacare South West NSW is a proud social service agency within the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families, and communities in the Diocese. Centacare is committed to the safety of all Children we service and is compliant with the Child Safety Standards.

Position Purpose

This position will provide a range of duties and responsibilities for overseeing and maintaining the organisation's Information and Communication Technology (ICT) infrastructure. The role will combine technical expertise in both ICT management network administration and asset management to ensure that the organisations technology systems are robust, efficient and secure. Responsibilities will include:

- Ensuring the smooth operation of IT systems.
- Providing technical support to users.
- Implementing IT policies and procedures.

- Managing IT projects.

- Troubleshooting and resolving technical issues.

- Installing, configuring, and maintaining computer hardware and software.

- Managing databases and ensuring data backups.

Position Details

Reports to	CEO
Direct Reports	None
Division	Corporate Services
Requirements	- NDIS Worker Screening Check - Working with Children Check - Possess an unencumbered driver's license - COVID-19 Vaccinations

Relationships

External	- Government and non-government community organisations and funding bodies. - NDIS Agencies - Technology Groups (MTG, CIVICA etc.
Works Closely with	- Executive - Centacare staff

Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
ICT and Network Supports	
- Install, configure, and maintain hardware and software components of our ICT infrastructure, including servers, networks, and peripherals. - Monitor system performance and troubleshoot issues, ensuring timely resolution and minimal downtime. - Implement and maintain security measures to protect our ICT systems and data from unauthorized access, malware, and other threats. - Manage user accounts, permissions, and access rights, ensuring compliance with security policies and procedures. - Conduct regular backups and disaster recovery procedures to safeguard critical data and systems. - Provide technical support and assistance to end users, resolving hardware and software issues and answering technical queries. - Collaborate with vendors and service providers to procure ICT equipment and services, ensuring cost-effectiveness and quality. - Develop and maintain documentation of ICT systems, configurations, procedures, and troubleshooting guides. - Stay updated on industry trends and emerging technologies in ICT, and make recommendations for improvements and enhancements to our infrastructure. - Plan and implement ICT projects, upgrades, and migrations, ensuring minimal disruption to business operations.	

- Conduct periodic audits and assessments of our ICT environment to identify areas for improvement and optimization.
- Train and mentor staff on ICT best practices, security protocols, and proper use of technology tools and resources.
- Monitor and enforce compliance with ICT policies, standards, and regulatory requirements.
- Collaborate with cross-functional teams to support business initiatives and projects that require ICT expertise.
- Participate in on-call rotation and provide after-hours support for critical ICT issues and emergencies as needed.

Service Quality

- The role of an ICT operations officer is to oversee the day-to-day operation and maintenance of an organization's IT systems and infrastructure.
- This includes tasks such as monitoring system performance, troubleshooting technical issues, managing IT resources, implementing IT policies and procedures, and ensuring the availability and reliability of IT services to meet business needs.
- Ensuring staff have been onboarded into ICT systems and processes and have been inducted into our systems.
- Ensure our storage of data meets all privacy laws and has proficient cyber safety.
- Ensure staff feel supported and issued addressed in a timely manner.
- Ensure out IT infrastructure is updated and maintained.
- Provide innovative and timely solutions to complex problems.
- Ensure staff have the right tools and resources required to perform their roles.

Skills & Responsibilities	Key Performance Indicators

Health & Safety

- Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system.
- Ensure office-based culture is a positive, respectful and cohesive environment.

Quality Assurance

- Provide collated evidence, data and statistical reports and information to CEO as required.
- Contribute to continuous improvement processes and adhere to Quality Assurance policies and organisational operational plan.
- Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards.

Human Resources

- Participate in professional development and agency activities as negotiated with the CEO.
- Undertake other duties as requested by the Regional Manager.

Selection Criteria

Essential Requirements:

- Bachelor's degree in information technology, Computer Science, or related field; professional certifications (e.g., CompTIA, Cisco, Microsoft) preferred.
- Proven experience in ICT support and administration, with a strong technical background in IT systems and networks.
- Solid understanding of network protocols, security principles, and best practices.
- Proficiency in installing, configuring, and troubleshooting hardware and software components, including servers, routers, switches, and firewalls.
- Experience with virtualization technologies (e.g., VMware, Hyper-V) and cloud platforms (e.g., AWS, Azure) is a plus.
- Knowledge of cybersecurity threats and countermeasures, with experience implementing security controls and measures.
- Strong problem-solving and analytical skills, with the ability to diagnose and resolve complex ICT issues efficiently.
- Excellent communication and interpersonal abilities, with the capacity to convey technical concepts to non-technical users.
- Detail-oriented with a focus on quality and accuracy in work.
- Ability to work independently and collaboratively in a fast-paced, dynamic environment, managing multiple priorities and deadlines effectively.
- Familiarity with ICT procurement processes and vendor management.
- Experience with ICT project management and implementation.
- Commitment to continuous learning and professional development, staying updated on industry trends and emerging technologies.
- Ability to adapt to changing priorities and business needs, with a proactive and flexible approach to problem-solving.
- Team player with a collaborative mindset, able to work effectively with cross-functional teams to achieve shared goals and objectives.

Desirable
- Familiar with Carelink Plus and Carelink Air.
- Familiar with Halaxy system management.
- Familiar with Front Desk.

Centacare South West NSW Values

Courage	We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.
Respect	Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.
Compassion	Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.
Excellence	We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.
Team	We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.
Faith	As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children's Guardian.

Reviewer	CEO	Version:	February 2025
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