

POSITION DESCRIPTION



Position Title:	Information and Communications Technology Coordinator
Location:	Any Quantum Office Location – Flexible Work from Home Arrangements
Reports To:	Information, Communications & Technology Director
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Level 5
PD number:	CP013

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.

Vision:	Our Vision is to enrich the wellbeing of Gippslanders
Values:	Respect, Integrity, Empowerment
Our Core Values:	<ul style="list-style-type: none"> • we are inclusive • we are accountable • we strive for sustainable outcomes • we are proactive • we show care • we are agile and adaptive
Our Goals	<ul style="list-style-type: none"> • Provide the right services and programs in the right places. • Increase access to early intervention and prevention services. • Attract, engage and invest in our people. • Build the profile of Quantum. • Achieve a sustainable business model

Primary Position Objective

This role is part of a team working collaboratively within the Information, Communications & Technology (ICT) team to support the new and ongoing Quantum ICT Operational and Quantum Business needs.

Duties and Responsibilities

Project Management and Development	<ul style="list-style-type: none"> • Ability to research, investigate, consult and undertake due diligence activities independently to contribute to Project Delivery outcomes and teams. • Ability to understand project management models and frameworks. • Understanding, or ability to understand, and contribute to change management practices.
Quantum ICT BAU and operations coordination	<ul style="list-style-type: none"> • Client facing 2nd line support: receiving and clarifying issues/briefs, reviewing and agreeing priorities, providing progress updates, facilitating UAT and approvals. • Collaboratively lead the identification of issues requiring technology and process improvement at a team, program, and organisational level. • Be the conduit between Quantum Business queries and solutions that may go to one or multiple vendors and/or subject matter experts for consideration and action. • Assist with the definition and implementation of the Quantum ICT Operational processes to ensure smooth operations of the Quantum ICT suite of products for the Quantum Business and Client's. • Provide expertise and ongoing management of Quantum ICT asset procurement and management activities to meet Quantum Business and Client's needs. • Assist with the Delivery of Quantum ICT initiatives to improve efficiency, knowledge, and uptake of the new and existing Quantum ICT suite of products. • Assist with the ongoing management of Quantum ICT BAU vendors and ICT BAU Incident and Issues Ticketing. Where appropriate assist vendors with understanding Quantum needs, intent, triaging, prioritising and assigning of support tickets to appropriate support vendors and support levels. • Assist with the transitioning of new platforms or features into operational support via Training, creation and integration of BAU processes, and support of users to acquire new skills. • Support identified Quantum ICT suite of products Business Sponsors and Managers. • Work collaboratively with senior management and others in the implementation of recommendations that come from internal investigation, external investigations, audits, and those listed in continuous improvement plans to strengthen ICT management practices, effective service delivery, and support to practitioners and Quantum leadership. • Develop an understanding that support the organisation including knowledge of legislation, policy and procedure, case management and service delivery models and principles, the application of investigative frameworks and procedures and the ability to think critically and analytically to achieve best outcomes for Quantum ICT initiatives and operational systems, processes and users.
Training	<ul style="list-style-type: none"> • Train, guide, and share knowledge with colleagues to encourage learnings of existing and new Technology and processes within Quantum. • Create and Deliver Training materials to the Quantum Business on Technology and processes within Quantum. • Communicates in an open, informed, proactive and assertive manner
Agency Participation	<ul style="list-style-type: none"> • Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager. • Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. • Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning.

	<ul style="list-style-type: none"> • Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. • Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
Administration	<ul style="list-style-type: none"> • Work with the ICT Managed Service vendor to maintain accurate records of ICT assets and procurement. • Proactively work with the ICT Managed Service vendor to track and report as required, including Service Requests, Change Requests, open, closed, and aged user tickets. • Maintain a high level of professional communication. • Participate in, and if required lead, meetings with the Quantum Business to understand business needs and requirements for Technology solutions and processes. • Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants. • Maintaining accurate records. • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested.
General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	<ul style="list-style-type: none"> • Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. • Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.

Key Selection Criteria	
	<p><u>Knowledge, skills and experience</u></p> <ol style="list-style-type: none"> 1. Knowledge, or ability to gain knowledge, of project management principles and experience in the delivery of ICT projects. 2. Knowledge, or ability to gain knowledge, of the ITIL based investigation processes, practices and principles and experience in undertaking operational management activities of ICT. 3. Knowledge of, or ability to gain knowledge of, ICT Service Management principles and practices. 4. Knowledge of, or ability to gain knowledge of, ICT vendor management practices and processes. 5. Demonstrated high level report writing and communication skills. 6. Ability to identify, plan, implement and evaluating quality improvements within the ITIL practices. 7. A working understanding of the Not for Profit (NFP) practices, processes and client base. <p><u>Personal Qualities</u></p> <ol style="list-style-type: none"> 1. Adaptable – flexible to change, and accepts and integrates new information as a matter of course. 2. Decisive – makes rational and sound decisions based on consideration of the facts and alternatives.

	<ul style="list-style-type: none"> 3. Proactive – identifies opportunities to improve and assist with the delivery of Technology outcomes for Quantum and clients. 4. Open and Curious – adopts an open and curious approach, seeks to understand users’ needs and requirements, learns new processes, techniques and technology to deliver positive outcomes.
Mandatory Qualifications	
	<ul style="list-style-type: none"> • N/A • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.
Desired	<ul style="list-style-type: none"> • Certifications in ICT related fields and/or a commitment to learn, and undertake certified ICT courses on the following: <ul style="list-style-type: none"> ○ ITIL ○ MS365 Platform administration ○ MS365 Applications and Development ○ Azure Active Directory ○ Basics of Modern Networking ○ ICT Project Management

Conditions of Employment	
Required	<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Compliance with Quantum’s Child Safe Standards • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal. • The successful applicant is required to comply with the policies of Quantum Support Services Inc. • This position is subject to an annual Review.

Version 4. 3/6/2021

Document Tracking	Version	Issue date	Review Date
Position created	1.	7 th September 2021	6 th September 2024