

1. Position Identification

Title:	ICT Manager	FHL Level:	Level 10
Department:	CFO	Agreement/Award:	Non-EBA
Reporting to: (Position)	CFO	Date last updated: By whom:	November 2023 P&C Manager / CFO

2. Purpose of Position

This position is responsible for managing the Information and Communications Technology functions at Foundation Housing Ltd (FHL).

The ICT Manager is responsible for engaging with staff at all levels across the organisation, in a highly responsive and customer focused manner.

3. Key Working Relationships

Internal: Internal Staff	External: System Partners & Providers Telecommunication Providers Managed Support Providers Organisation Partners ICT Suppliers
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4. Accountabilities and Responsibilities

- Management and continuous improvement of all FHL's ICT systems.
- Spearhead analysis, design, provisioning, operation, and maintenance of ICT infrastructure (hardware, software, servers, cloud platforms, storage, network, databases, cyber security).
- Manage capacity planning and reporting for sustainable infrastructure management.
- Management and reporting of data to assist in the provision of meaningful and useful information to business units.
- Provide comprehensive IT support to all staff.
- Responsibility for the ICT Strategic Plan and Cyber Security Plan.
- Efficiently manage ICT contracts and Service Level Agreements.
- Effectively manage FHL's network and network security to ensure appropriate protections and mitigation strategies are in place.
- As required, detect, and respond to ICT threats.
- Oversee the delivery of ICT training.
- Facilitate efficient and effective functioning of the interface between work processes to ICT systems.
- Contribute to the ICT components of business continuity, disaster recovery, and risk management plans.
- Develop and maintain ICT policies, procedures, guidelines, and support material.

5. Competencies

- Proven leadership capabilities.
- Ability to nurture strong working relationships.
- Ability to listen, understand, and influence.
- Communicates with impact.

Job Description

6. Culture and Values

Solution Focused

We work together to find solutions that benefit our people and customers.

Caring

We care for other and display empathy, fairness, and respect.

Honest

We act with integrity and own our decisions.

7. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Role model FHL's Health & Safety Policy and Procedures.
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices.
- Identify assess and control hazards which impact on a safe work environment.
- Report any hazards and incidents / injuries

8. Work Related Requirements/Selection Criteria

Essential Skills

- Bachelor in Information Technology or related discipline or experience commensurate to the qualification.
- Highly developed knowledge and technical expertise in ICT systems, and the interface with business processes.
- Experience managing an ICT department.
- Demonstrated change management experience.
- Experience in contract and vendor management.

Work Related Requirements

- Current WA Driver's License.
- National Police Clearance

9. Position Dimensions

Number of staff directly reporting to position	Nil
Work Location	Leederville

Employee Name: _____

Signature: _____ Date: _____