

Job Description

Position Identification

Title:	IT Manager	Last Updated:	March 2026
Reporting To:	Chief Financial Officer	Department:	Information Technology
Agreement:	FHL Enterprise Agreement 2021		

Purpose of Position

The IT Manager is responsible for leading and managing the organisation's Information and Communications Technology (ICT) function, ensuring the delivery of secure, reliable, and high performing technology services. The role supports organisational operations and strategic objectives by aligning ICT systems, infrastructure, and services with business needs and priorities.

As a highly customer service-focused role, the IT Manager works collaboratively with staff at all levels to understand operational requirements, provide technical guidance, and deliver responsive fit for purpose ICT solutions that enhance productivity, efficiency and innovation.

Key Working Relationships

Internal: All Staff	External: System Providers Vendor Partners Managed Support Providers Organisation Partners
-------------------------------	---

Accountabilities and Responsibilities

- Administer and optimise FHL systems including user administration and system configuration.
- Design, provision, operate and maintain ICT infrastructure, networks and associated systems to ensure reliability, performance and security.
- Lead system implementations, using project management methodologies and process to ensure successful delivery.
- Manage vendors and technology partners, including the regular review of supplier contracts, service levels and performance outcomes.
- Facilitate the effective integration between business processes and ICT systems by identifying and implementing workflow improvements and automation efficiencies.
- Oversee data management and reporting frameworks to ensure the provision of accurate, meaningful and timely information to business units.
- Develop, implement, and monitor the ICT Strategic Plan and Cyber Security Plan to align with organisational objectives and risk management requirements.

- Monitor, detect, and respond to ICT security threats and incidents as required.
- Contribute to the ICT components of business continuity, disaster recovery, and risk management plans.
- Develop, implement and maintain ICT policies & procedures.
- Provide responsive and effective IT support to staff across the organisation.
- Oversee the delivery of ICT training to ensure staff capability and effective use of systems.
- Undertake other duties as required to ensure the effective and efficient delivery of ICT services.

Safety Responsibilities

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

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Role model the Foundation Housing Health & Safety Policy and Procedures.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

Organisational Values



SOLUTIONS FOCUSED

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



CARING

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



HONEST

We act with integrity and own our decisions.

Selection Criteria

Essential Criteria

- Degree level qualification in Information Technology or related discipline, or equivalent demonstrated experience commensurate with such qualification.
- Minimum of 5 years demonstrated experience in an IT Manager or senior ICT leadership role.
- Highly developed knowledge and technical expertise across ICT systems, infrastructure, cybersecurity and their integration with business processes.
- Demonstrated experience in managing an ICT function.
- Proven experience in leading and managing change initiatives in relation to technology implementation and transformation.
- Demonstrated experience in contract and vendor management. and service performance monitoring.
- Excellent verbal and written communication skills, with the ability to engage effectively with stakeholders at all levels.
- Highly developed proficiency in the Microsoft Office suite and other core business systems.

Work Related Requirements

- National Police Clearance
- Current WA Driver's Licence

Desirable Criteria

- Experience working in a not-for-profit, community, or similarly regulated environment.

Position Dimensions

Number of staff directly reporting to position	Nil
---	-----

Work Locations

The position is based in the Leederville office but will require travel across the other FHL offices from time to time. Occasional travel to regional offices in Broome and Hedland will also be required to ensure oversight of support activities in those locations.