

JOB DESCRIPTION

Position: Data Management and Technology Officer

Location: Melbourne

Prime Function: To ensure a stable and secure platform for the ongoing provision of information management services that enhance the efficiency and effectiveness of the organisation.

Reports to: Corporate Services Manager

Main Duties:

- ♦ Provide efficient and effective IT and communications technology support to NTSV staff, including first level resolution of computer related issues;
- ♦ Manage and maintain the day-to-day operations of NTSV's computer equipment (both hardware and software) and network;
- ♦ Advise on and support the Corporate Services Manager in strategic and structural IT and systems decisions;
- ♦ Actively develop the information and communications systems to support organisational objectives;
- ♦ Act as the point of contact for external service providers;
- ♦ Manage the critical data bases and their support systems;
- ♦ Plan, budget and manage the IT and communications hardware and equipment;
- ♦ Manage the relevant contracts applicable to computers, phone systems, mobile phones, photocopiers etc;
- ♦ Maintain the NTSV website; and
- ♦ Develop NTSV's mapping and GIS capacity.

Desired Qualifications, Experience and Skills:

- ♦ Excellent knowledge of Microsoft Windows operating systems (desktop and server)
- ♦ A good knowledge and understanding of computer hardware, software and networks, the Microsoft suite of products (including Access, PowerPoint, Outlook and Publisher software), and mapping software
- ♦ Ability to determine and resolve computer processing issues (both hardware and software) together with the ability to communicate the issues to external support consultants if required
- ♦ Capacity to learn and apply new IT skills and technologies
- ♦ Capacity to drive a continuous improvement in data management and technology
- ♦ Capability to identify deficiencies in information management and communications and to develop plans to address these deficiencies
- ♦ Capacity to provide basic skill straining across the organisation
- ♦ A strong service mentality
- ♦ Personal qualities of maturity, integrity and good judgement
- ♦ Formal qualifications in IT or business systems-related disciplines

Accountability

The Data Management and Technology Officers shall be delegated to make decisions on the day to day management of information technology and processing issues. Where a decision is likely to involve strategic or structural decisions or substantial expense or disruption, advice must be sought from the Corporate Services Manager.

Although empowered to make decisions, the Information and Communications Manager will keep the Corporate Services Manager informed on issues affecting the position and its functioning, and where necessary seek advice.

Date written: July 2010

Written by: Kim Robinson