

# POSITION DESCRIPTION



**POSITION:** Information and Communication Technology Coordinator  
**PROGRAM:** Centacare FNQ  
**SALARY:** Community Services Worker Level 5  
**REPORTS TO:** Operations Manager

## OUR WAY

### OUR VISION

An inclusive and resilient community

### OUR PURPOSE

Making a difference together

### OUR VALUES

Based on Catholic Social Teaching Principles of Human Dignity, Common Good, Solidarity and Subsidiarity

## PRACTICE PRINCIPLES

PLACE  
BASED

STRENGTHS  
BASED

PERSON-  
CENTRED

EVIDENCE  
BASED

INNOVATIVE

CONTINUOUSLY  
IMPROVING

Centacare FNQ is the social services agency of the Catholic Diocese of Cairns providing services to Cairns and the Far North Queensland region, particularly to people who are vulnerable, disadvantaged or marginalised within our community.

Our Vision aspires to an inclusive and resilient community and is strengthened by our purpose to make a difference in our community together.

Our proven success has been because of our values, services and programs that are provided to clients through the latest research and evidence base. Our skilled team engages in professional supervision to maintain their professional identity, meet organisational requirements, feel supported and valued and engaging in ongoing development.

## COMMUNITY SERVICES WORKER LEVEL 5

Community Services Worker Level 5 (CSW L5) employees work under general direction from senior employees and undertake a range of functions requiring the application of a high level of knowledge and skills to achieve results in line with the organisation's goals. CSW L5 employees may be required to supervise others. CSW L5 employees require a relevant degree with experience, associate diploma with substantial experience, less formal qualification with specialized skills, or experience through previous appointments.

## POSITION SUMMARY

The Information and Communications Technology (ICT) Coordinator is responsible for ensuring technology enables and enhances the organisation's strategic objectives and facilitates all users achieving their operational priorities. This will include supporting and developing systems and staff,

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and maintaining and developing all internal, hosted and virtualised IT infrastructures alongside the organisation's outsourced IT support partners. This position will also assist in the development of data systems and projects and reporting of data collated throughout the organisation's IT systems.

### DUTIES INCLUDE

In consultation with the Operations Manager, the ICT Coordinator may undertake a range of activities including but not limited to:

- Be responsible for all ICT operational activities and take responsibility for the effective development, management, performance and improvement of Centacare FNQ's ICT functions.
- Ensure that all ICT operating systems and applications are secure and fit for purpose, continually reviewed and enhanced and that they will best deliver on Centacare FNQ's business needs.
- Assist in and drive the design, development and implementation of ICT projects.
- Drive ICT medium and long term strategy and develop appropriate ICT policies and best practice guides in consultation with Management Team.
- Prepare the ICT annual budget and monitor and control expenditure, in consultation with the Operations Manager.
- Advise on appropriate technology and infrastructure to support Centacare FNQ in achieving its strategic and business objectives.
- Run regular checks on network and data security in accordance with best practice, policy and legislation.
- Design training programs and workshops for staff.
- Develop with the Management Team operation system reporting.
- Run and share regular operation system reports with Management Team.
- Oversee and determine timeframes for major IT projects including system updates, upgrades, migrations and outages.

### RESPONSIBILITIES INCLUDE:

- Establish and contribute to productive working relationships across a number of professional work teams within the program partnership.
- Participate in line management, professional supervision (*where relevant*) and professional development both internally and externally.
- Participate in meetings that may include staff forums, staff meetings, working groups, peer supervision, planning and review of service.
- Comply with Centacare FNQ's Policies and Procedures, including the Work, Health and Safety Framework and Guidelines.
- Contribute to, and be part of, the organisational culture with a focus on Centacare FNQ's Mission and Vision, teamwork, cooperation, client service, quality, safety and confidentiality.
- Ensure the efficient use and maintenance of employer provided materials and equipment.
- Maintain a high level of skill in Microsoft Office and other database management systems.
- Deliver culturally appropriate services.
- Contribute towards continuous improvements in the workplace.
- Promote Centacare FNQ's range of programs.

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- Other duties and responsibilities from time to time that you are competent and trained to do.

### KEY RESULT AREAS

The ICT Coordinator is required to demonstrate performance in the following key result areas as part of the annual review process.

1. Undertaken duties and meet responsibilities in relation to information and communication technology as detailed in this position description.
2. Successful implementation of the work plan/s and service activities attached to your position.
3. Positive feedback is received on the quality of service delivery and communication that is congruent with *Our Way*.
4. Adherence to Centacare's quality system including organisational policies and procedures specific and relevant to the role.
5. Compliance with Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

### SELECTION CRITERIA

1. Tertiary level qualification and/or significant relevant experience with demonstrated proficiency in information and communication technology and systems.
2. Demonstrated proficiency in end to end Office 365 management, administration, and user training across the full Microsoft Office suite of applications including Teams.
3. Demonstrated ability to integrate emerging trends and technologies into operational environments.
4. Demonstrated experience in using technology and systems such as Power Bi to capture and present organisational data measurements.
5. A valid Positive Notice Blue Card and Yellow Card Exemption – No Card, No Start laws apply.
6. Have and maintain an open unrestricted Driver's Licence.
7. Have and maintain a satisfactory National Police Certificate.
8. May be required to work outside the normal span of hours and travel as required.

### SAFEGUARDING STANDARDS

The Roman Catholic Trust Corporation for the Diocese of Cairns trading as Centacare FNQ and has standards of conduct for workers to maintain a safe and healthy environment for children. Our commitment to these standards requires that we conduct working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0- 18 years) and/or vulnerable adults. The organisation is fully committed to child safety and has a zero-tolerance to abuse of children or vulnerable adults.

Statements included in this description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. All staff members are required to carry out all duties in accordance with '*Our Way*', policies and work instructions of Centacare, and relevant service agreements and to act at all times with integrity and professionalism.

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I note that position descriptions are under periodic review, and may be changed, after consultation, at any time.

Name:

Signature:

Date: