



Tasmanian Aboriginal Centre Position Description

Position Title: Information & Communication Technology (ICT) Strategic Officer	Section: Administration
Location: Statewide	Reviewed Date: May 2025
Industrial Instrument: Tasmanian Aboriginal Centre Enterprise Agreement 2025	Classification Level: 7-8
	Position Status: Permanent
Position Type: Permanent	Hours per Fortnight: up to 36.25hrs
Reports to: Corporate Services Manager	
Positions reporting to this position: 2 professional info tech staff	

Purpose of Position:

The successful applicant will have extensive experience building and managing an organisation's ICT function. You will have solid understanding and experience with managing and using the MS365 platform and be able to provide expert ICT support, guidance, and assistance to our staff to help resolve business and technical issues.

You will be required to manage relationships and contracts with external service providers, providing guidance and support with the day-to-day use of MS365, Prospend, Employment Hero and Communicare, providing ICT support and assistance (onsite and remote) and implementing programs and projects as defined by the organisation's needs.

You will have the ability to understand and conceptualise the needs of staff and then work with them to develop practical solutions to enhance their use of technology in the workplace.

Key Relationships & Interactions:

- CEO
 - TAC Staff
 - Program Managers
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Key Responsibility Areas:

You will typically be expected to:

- Work collaboratively with all levels of staff, technical resources, and external vendors & service suppliers to complete project deliverables.
- Manage, train and mentor ICT team members.
- Lead the implementation and adoption of the software systems in a systematic and project driven manner.
- Be the bridge between the business and technical worlds and be the point of contact for ICT related issues and liaise with our team to resolve incidents.
- Contribute to promoting a team approach and develop sound working relationships with program areas within the organisation.
- Develop and implement software systems technical solutions utilising “out-of-the-box” solutions and functionality.
- Provide onsite and remote ICT support and M365 training/support/guidance as required.

Working collaboratively with colleagues:

- Participate as an active and contributing member of the TAC team to enhance team operations and achieve goals.
- Communicate effectively with colleagues, clients and professionals.
- Participate in and demonstrate commitment to the TAC’s Workplace Health and Safety (WHS) system and Continuous Quality Improvement (CQI) initiatives.
- Undertake other duties and tasks within your scope of practice.

Expected Behaviours and Personal Attributes:

- Work in scope of practice to discharge duty of care in accordance with all relevant legislation, common law and organisational policy and procedures.
- Demonstrated client-focused approach.
- Excellent interpersonal and communication skills.
- Be well-presented, friendly and courteous.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding client’s information.
- Demonstrated ability to work accurately.
- Demonstrated ability to work cooperatively and independently.
- Demonstrated ability to prioritise and organise.
- Demonstrated commitment to ongoing professional development and maintain registration of appropriate qualifications.
- Demonstrated commitment to Aboriginal self-determination and support for Aboriginal culture being embedded in all programs.

Competency, Skills, Knowledge and Experience Requirements

- Demonstrated experience in planning, developing, and implementing Microsoft 365, SharePoint Online, Teams, Teams Calling and One Drive.
- Experience with MS Office products and admin centres eg. Word, Excel, Outlook etc.
- A strong understanding of Microsoft licensing and inclusions.
- Experience in provider contract management.
- Familiarity with Microsoft Power Automate (Flow), PowerApps & Power BI and process automation within M365.
- Excellent verbal and written communication, including the ability to present complex issues in a simple and clear manner.
- Be well organised and able to meet deadlines.
- A strong blend of people, business, and technical skills.
- The ability to effectively manage several ICT projects simultaneously and carry out non-routine tasks as required.

Pre-employment Conditions:

Evidence of the following must be provided before appointment to the position:

1. COVID vaccination certification
2. Working With Vulnerable People registration
3. Current National Police Check

Pre-employment Checks:

The Tasmanian Aboriginal Centre has determined that the person nominated for this job is to satisfy pre-employment checks before taking up the appointment. These may include:

1. Conviction checks in the following areas:
 - a. Crimes of violence
 - b. Sex Related offences
 - c. Serious drug offences
 - d. Crimes involving dishonesty
2. Education and Care/Child Care Safety Screening
3. Identification check
4. Medical examination to certify ability to undertake tasks required for this position.

Position Description approved:

CEO's

SIGNATURE _____ DATE _____

This position description describes the duties and responsibilities of my position. I understand my responsibilities and am committed to carrying them out in line with the TAC's values, policies and procedures, and legislative requirements.

In addition, the Tasmanian Aboriginal Centre Inc. considers it everyone's responsibility to respect and maintain the confidentiality of clients, staff and the organisation's business.

As an employee, I acknowledge that I may have access to information that is confidential to the Tasmanian Aboriginal Centre Inc., its clients and staff.

I agree to be bound by the terms and conditions of the TAC's Confidentiality Policy and acknowledge that retrieving and/or discussing confidential information for any purpose other than required by my job responsibilities is prohibited.

EMPLOYEE'S NAME _____
AND

SIGNATURE _____ DATE _____

MANAGER'S
SIGNATURE _____ DATE _____