

## WHO WE ARE & WHAT WE DO

St John Ambulance SA is a charity that has been supporting the wellbeing of South Australians for almost 140 years. We help tens of thousands of people across the state each year through the delivery of Event Health and Medical Services, first aid training and products, and social inclusion programs.

Within South Australia, St John engages more than 1,000 volunteers to support the community in the provision of Health and Medical Services and Community Care services. St John Ambulance SA also employs approximately 180 paid staff, located across the state.

## OUR OPPORTUNITY

St John Ambulance SA is seeking a passionate and experienced ICT Manager who will be responsible for St John's technology and telecommunications infrastructure. This role will take the lead in the maintenance, development, security, reliability, monitoring, reviewing and implementing of the organisations ICT infrastructure to ensure the effective and efficient operation of St John's network together with associated hardware, software and operating systems.

Duties involve, but aren't limited to:

- In collaboration with the Chief Operating Officer / Chief Financial Officer develop and implement an ICT strategy which supports St John's current needs and future strategic direction
- Lead the ICT operational and strategic planning, including innovation, planning projects, cyber security principles and negotiating the allocation of resources
- Undertake technical research and development to enable continuing innovation
- Schedule, control and manage delivery of ICT provision, support, hardware and developments in a timely, cost effective and efficient manner
- Lead and undertake major ICT projects of critical importance requiring the management of significant resources including the development and implementation of systems and processes to ensure the effective delivery of ICT solutions
- Manage the security policies, procedures and implementation of cyber security controls into all ICT systems, ensuring stakeholder and system user awareness.
- Develop and implement ICT policies, procedures and guidelines
- Responsible for the day-to-day leadership, management and support of the ICT team, including recruitment, monitoring delivery against objectives, quality standards, personal development, coaching and appraisal
- Assist in the development, forecasting and management of the ICT budget, monitor costs to ensure proper budgetary controls are exercised with continuous identification of potential cost efficiencies

## TO BE SUCCESSFUL

- 3+ years' experience at a senior level in a similar role
- Experience in ICT infrastructure planning and development including implementation of ICT services, delivery processes, ICT standards and methodologies
- Experience managing, supervising and supporting staff
- Highly experienced in managing multiple tasks simultaneously
- Relevant tertiary qualifications in an ICT discipline or demonstrated experience within the ICT industry
- ITIL Certification (desired)
- Knowledge and experience with VMWare, SharePoint and Microsoft networks
- Have excellent communication and interpersonal skills with the ability to deal with a diverse range of people

## HOW TO APPLY

Do you think you would be perfect for this role? We invite you to apply online via [Seek](#) with your resume and cover letter detailing your suitability for the role. If you have any questions about the role, please direct them to Chief Operating Officer/Chief Financial Officer, Steve Yeo [steve.yeo@stjohnsa.com.au](mailto:steve.yeo@stjohnsa.com.au)

*St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and you must provide evidence of the right to work in Australia.*

## St John Ambulance Australia SA Ltd

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# Job and Person Specification



<b>Position Title:</b>	ICT Manager
<b>Department / Function:</b>	ICT/Senior Management Team
<b>Reports to:</b>	Chief Operating Officer / Chief Financial Officer
<b>Award/Common Law</b>	Common Law
<b>Classification – Grade:</b>	Department Head

## About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

## Position Summary and Requirements

The ICT Manager will be responsible for St John's technology and telecommunications infrastructure. This role will take the lead in the maintenance, development, security, reliability, monitoring, reviewing and implementing of the organisations ICT infrastructure to ensure the effective and efficient operation of St John's network together with associated hardware, software and operating systems.

The ICT Manager will also work closely with other key stakeholders within the organisation to identify, develop and implement effective technology and telecommunication solutions to meet the future needs of St John whilst also continuously improving the cyber protection posture across the organisation.

## OUR VALUES



TEAMWORK



INTEGRITY



HIGH QUALITY SERVICES



DIVERSITY



RESPECT

## Key Relationships

<b>Number of Direct Reports:</b>	• 3 (System Administrator, Help Desk, ICT Business Analyst)
<b>Key Internal Relationships:</b>	• Executive, Department Managers, Volunteer Tech Services Team
<b>Key External Relationships:</b>	• ICT Vendors St John National IT Team

Key Accountabilities	Key Tasks
<b>ICT Management and strategy</b>	<ul style="list-style-type: none"> <li>• In collaboration with the Chief Operating Officer / Chief Financial Officer develop and implement an ICT strategy which supports St John's current needs and future strategic direction</li> <li>• Lead the ICT operational and strategic planning, including innovation, planning projects, cyber security principles and negotiating the allocation of resources</li> </ul>
<b>ICT Innovation &amp; Enhancement</b>	<ul style="list-style-type: none"> <li>• Benchmark, analyse and make recommendations for the enhancement and growth of the ICT infrastructure and telecommunication systems including the Government radio network (GRN).</li> <li>• Undertake technical research and development to enable continuing innovation</li> <li>•</li> </ul>
<b>ICT Operations</b>	<ul style="list-style-type: none"> <li>• Schedule, control and manage delivery of ICT provision, support, hardware and developments in a timely, cost effective and efficient manner</li> <li>• Responsible for the provision of ICT infrastructure services including desktop applications, local and wide area networks, applications, ICT security and telecommunications</li> <li>• Lead and undertake major ICT projects of critical importance requiring the management of significant resources including the development and implementation of systems and processes to ensure the effective delivery of ICT solutions</li> <li>• Provide timely and effective ICT solution design and implementation services to St John, including expert technical advice and business analysis on complex matters relating to the desktop, server, cloud and SaaS environments, communications and other ICT infrastructure</li> <li>• Manage the security policies, procedures and implementation of cyber security controls into all ICT systems, ensuring stakeholder and system user awareness.</li> <li>• Develop and implement ICT policies, procedures and guidelines</li> <li>• Manage the telecommunication systems including the fixed and mobile services, including support of the Event UHF Radio/GRN system</li> <li>• Manage the acquisition process for ICT system requirements</li> <li>• Maintain management of contracts, licences and service level agreements including liaison with suppliers as required in relation to ICT and communication system requirements</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Ensure cost effective, best practice and sustainable ICT capability for internal and external stakeholders</li> <li>• Liaise with stakeholders to map ICT solutions to business needs</li> <li>• Maintain a strong and effective engagement with all stakeholders in the delivery of ICT services</li> <li>•</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Assist in the development, forecasting and management of the ICT budget, monitor costs to ensure proper budgetary controls are exercised with continuous identification of potential cost efficiencies</li> <li>• Manage timely payment of vendors for ICT equipment and services</li> <li>• Achieve budget targets as set and agreed on with the Chief Operating Officer / Chief Financial Officer</li> <li>• Development of business case justifications and cost analysis for ICT initiatives</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Responsible for the day to day leadership, management and support of the ICT team, including recruitment, monitoring delivery against objectives, quality standards, personal development, coaching and appraisal</li> <li>• Ensure all direct reports have performance development plans in place and that regular reviews and appraisals are conducted in line with St John policy.</li> <li>• Ensure the ICT team is fully informed of the strategies and activities of St John</li> </ul>
<b>Workplace</b>	<ul style="list-style-type: none"> <li>• Maintain current First Aid Certificate and ensure staff also maintain training</li> </ul>

<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure day-to-day management of Work, Health and Safety issues within the work area and demonstrate leadership and communication on these matters. Undertake risk assessment of the work area when workplace changes occur (including renovations, painting, new equipment, etc.).</li> <li>• Ensure staff and volunteers are aware of workplace health and safety responsibilities, and that these are effectively undertaken (including workplace assessments, etc.)</li> </ul>
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*Knowledge, Experience and Capabilities*

<b>Communication</b>	<ul style="list-style-type: none"> <li>• Use appropriate styles and methods/mediums for the particular audience</li> <li>• Influences outcomes through negotiation and compromise</li> <li>• Creates an open, positive environment to encourage open discussion</li> <li>• Develops and maintains positive and beneficial relationships within and external to the organization</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Develops and motivates others to effectively perform and contribute</li> <li>• Builds an effective team which is inclusive, positive and supportive</li> <li>• Actively promotes St John values and builds positive culture</li> <li>• Participate and contributes to the development and success of the Leadership team</li> <li>• Actively supports other members of the Management Team and senior members across the organisation</li> </ul>
<b>Delegation</b>	<ul style="list-style-type: none"> <li>• Ensures effective use of accountability controls available within St John</li> <li>• Allocates decision making authority and task responsibilities as appropriate</li> <li>• Empowers others by developing their talents, skills and confidence</li> <li>• Clearly communicates delegated responsibilities, establishes procedures and provides support</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Able to prioritise own work tasks appropriately</li> <li>• Negotiates with managers, peers and direct reports in order to achieve goals</li> <li>• Aware of own emotions and those of others, takes these into consideration when acting</li> </ul> <p>Self-motivated, diplomatic and displays strong business acumen</p>
<b>SERVICE DELIVERY</b>	
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Develops and sustains productive internal and external customer relationships</li> <li>• Understand and is responsive to customers' objectives and needs</li> <li>• Readily readjusts priorities to respond to changing customer demands as appropriate</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses logical reasoning to work through issues</li> <li>• Identifies pragmatic well rounded solutions</li> <li>• Conducts thorough analysis of all implicating factors</li> <li>• Includes relevant stakeholders in this process</li> </ul>
<b>Results Focused</b>	<ul style="list-style-type: none"> <li>• All actions support the Business Unit plan</li> <li>• Knows what outcomes are required and focused on delivering these</li> <li>• Maintain focus at all times</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Seeks out creative opportunities to improve, streamline and reinvent work processes</li> <li>• Is receptive to new ideas</li> <li>• Develops and supports other to develop new products, services, methods or approaches</li> </ul>

	<ul style="list-style-type: none"> <li>Devises new methods, processes and approaches having Divisional wide impact</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>Ensures support for projects and alignment to Business Unit plan</li> <li>Develops workplace with tasks, timeframes, milestones and resources</li> <li>Effectively manages projects in accordance with timeframes and budgetary requirements</li> <li>Engages and informs stakeholders and responds to queries appropriately</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Considers different perspectives when making decisions</li> <li>Makes decisions that produce high quality results by applying logic, analysing problems and calculating risks</li> <li>Decision are clear, consistent and transparent</li> <li>Decisions are made in a timely manner and stakeholders informed appropriately</li> </ul>
<b>Strategic Planning</b>	<ul style="list-style-type: none"> <li>Uses strategic thinking and planning to ensure the organisation moves towards its vision</li> <li>Supports executive leadership perspective to the development of St John mission, vision and business plan</li> <li>Drives strategic initiatives in area of responsibility and across the organisation</li> </ul>
<b>CONTROLS</b>	
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>Annual preparation of budget</li> <li>Management of budget according to Policy &amp; Procedure or direction with regards to financial controls</li> <li>Financial reporting and forecasting appropriately</li> <li>Appropriate spend and procurement of goods and services</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>Resource requirements are determined by workloads and team needs</li> <li>Resources within the team are used effectively and appropriately</li> <li>Resource utilisation and allocation complies with policy</li> </ul>
<b>Managing Risk</b>	<ul style="list-style-type: none"> <li>Takes actions in which the benefits to the efficiency and effectiveness of service delivery are weighed against potential risk</li> <li>Establishes prevention and detection internal controls for team</li> <li>Handles risk and uncertainty and demonstrates leadership throughout</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>Sets expectations and delivers high quality work from self and others</li> <li>Monitors the performance of the Division and seeks continuous improvement</li> <li>Emphasizes quality in all processes and procedures in dealing with stakeholders</li> <li>Addresses quality gaps immediately and appropriately</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Maintain required training and qualifications for self and team</li> <li>Demonstrate leadership, promotion, consultation and communication on WHS matters</li> <li>Proactively manage WHS risks, utilising appropriate resources</li> <li>Respond appropriately when risks identified or an incident occurs</li> </ul>
<b>Change</b>	<ul style="list-style-type: none"> <li>Motivates others to build a shared vision for organisational improvement and change</li> <li>Demonstrates support and flexibility for organisational change</li> <li>Develops, plans and follows through on change initiatives</li> <li>Helps team members have a clear understanding of what they will need to do differently and overcome resistance</li> </ul>

### *Personal Attributes*

<b>Skills</b>	<ul style="list-style-type: none"><li>• Ability to make decisions, within delegated authority parameters</li><li>• Ability to represent St John SA internally and externally</li><li>• Strong relationship building skills with both internal and external stakeholders</li><li>• Ability to communicate the realities and possibilities of ICT to non-technical audiences</li><li>• Highly motivated and enthusiastic with excellent people management skills</li><li>• Excellent negotiating skills to enable effective implementation of plans across the organisation</li><li>• Solid analytical skills with a keen attention to detail</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• 3+ years' experience at a senior level in a similar role</li><li>• Experience in ICT infrastructure planning and development including implementation of ICT services, delivery processes, ICT standards and methodologies</li><li>• Experience managing, supervising and supporting staff</li><li>• Highly experienced in managing multiple tasks simultaneously</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Knowledge of data communications standards and networking principles</li><li>• Sound knowledge of ICT technologies and trends</li><li>• Knowledge of hardware platforms including mainframes, distributed platforms, desktops, GRNs and mobile devices</li><li>• Comprehensive technical knowledge of network and PC operating systems</li><li>• Strong understanding of project management principles</li><li>• Knowledge of modern management techniques</li><li>• Demonstrated understanding and ability to interpret policy, procedures and relevant legislation</li><li>• Exposure to, or an understanding of, the dynamics of charitable organisations</li></ul>

### *Qualifications*

- Relevant tertiary qualification in an ICT discipline or demonstrated experience within the ICT industry
- ITIL Certification (desired)
- Knowledge and experience with VMWare, SharePoint and Microsoft networks
- Acquired (if not already held) and maintained first aid certification

### *Essential requirements*

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.