

Position Description



Position Title:	Technology and Business Systems Lead
Position Type:	Full-time permanent position
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Social and Community Services Employee Level 6
Reporting To:	Chief Financial Officer
Reporting Staff:	Nil

About Us

Access Community Housing Company (ACHC) is a not-for-profit community housing provider delivering social housing across Far North Queensland. We work with government, community organisations and delivery partners to provide safe, stable housing and create positive outcomes for tenants and communities. We are committed to strengthening communities through quality housing services and effective partnerships.

Our Values

Our values guide how we work, make decisions and engage with tenants, colleagues, partners and communities.

Respectful	We will treat everyone with dignity, valuing their input and building relationships that are based on safety and trust.
Equity	We will promote a culture that is inclusive, where everyone is treated fairly. We acknowledge that all people are unique, and our responses will reflect their individual needs.
Compassion	We deliver a service that is mindful and considerate of individuals' needs, circumstances and experiences.
Courage	We are committed to building strong communities and face challenges to make an impact. We will be innovative when needed and are brave in confronting injustice.
Responsibility	We practise shared accountability and acceptance of personal actions, make informed decisions and offer solutions.

Position Purpose

The Technology and Business Systems Lead is ACHC's hands-on internal leader for technology, information and business systems. The role ensures ACHC's technology environment is secure, reliable, well managed and responsive to organisational needs.

Reporting to the Chief Financial Officer, the position is the Operational Leader for ACHC's Technology and Information function. The role works closely with ACHC's external IT provider, system vendors, operational leaders and staff to coordinate day-to-day technology services, administer and improve business systems, strengthen data and reporting capability, protect organisational information and deliver practical technology-enabled improvements.

The position provides internal coordination, system administration and practical technology support, drawing on ACHC's external IT provider or other specialist advisers where matters require additional expertise.

The role supports ACHC to understand and resolve business process and system issues by working with relevant stakeholders to investigate needs, assess options, scope solutions and implement approved changes. Operational managers remain accountable for their business processes and for the accuracy, completeness and timely entry of information managed by their teams. The Technology and Business Systems Lead provides system governance, monitoring, reporting, advice and improvement support, but does not assume responsibility for operational data entry.

Authority and Accountability

The position exercises day-to-day operational judgement within approved policies, systems, budgets and priorities. The role may approve routine system administration, configuration and access changes where these are consistent with established controls and business-authorised requirements.

The position may escalate incidents and provider-performance issues, coordinate operational responses, and develop technology plans, recommendations and project proposals. Major procurement, expenditure, contractual commitments, high-risk system changes and acceptance of significant technology or cyber risk require approval in accordance with ACHC's delegations.

Key Responsibilities

1. Technology Infrastructure and Operations

- Act as ACHC's internal operational lead for day-to-day technology services, working closely with the external IT provider and specialist contractors.
- Undertake appropriate hands-on technology support and administration, while coordinating the timely resolution of incidents and referring complex or specialist matters to ACHC's external IT provider or other advisers where appropriate.
- Coordinate the setup, maintenance, replacement and secure disposal of devices and other technology assets, and maintain accurate operational asset records.
- Administer or coordinate core technology environments, user accounts, access, devices and standard configurations.
- Monitor provider performance, escalate unresolved issues and contribute to technology procurement, contract reviews and lifecycle planning.
- Maintain appropriate technical documentation and support planned upgrades, migrations and maintenance activities.

2. Business Systems and Process Improvement

- Lead the effective administration, maintenance and continuous improvement of ACHC's business systems, working with system vendors, the external IT provider and internal stakeholders.
- Work with operational teams to understand identified process or system issues, analyse underlying needs and assess practical solution options.
- Scope and recommend system changes, workflow improvements, integrations or automation opportunities for approval through the appropriate organisational process.
- Lead or coordinate the implementation, testing and review of approved system improvements, ensuring relevant stakeholders are actively involved.
- Support effective change adoption through clear documentation, communication, training and practical assistance.
- Maintain oversight of system configuration, upgrades, licensing and vendor support arrangements to ensure systems remain fit for purpose.

3. Information and Data Management

- Maintain the systems, standards and controls that support secure, reliable and accessible organisational information.
- Monitor data quality across ACHC's systems, identify recurring or systemic issues and work with relevant teams to improve data integrity.
- Support regulatory and organisational reporting by maintaining data extraction tools, SQL reports and other reporting solutions.
- Work with operational teams to investigate data anomalies, identify required corrections and improve the processes and controls that affect data quality.
- Maintain appropriate document structures, information-management standards, retention controls and other measures supporting privacy, confidentiality and operational requirements.
- Support the effective use of organisational data by improving reporting capability, documentation and staff understanding.

4. Cyber Security, Privacy and Business Continuity

- Maintain and continually improve the operational controls that protect ACHC's systems, devices and information from cyber security, privacy and confidentiality risks.
- Work with the external IT provider and specialist advisers to monitor threats, address vulnerabilities and implement appropriate security measures.
- Administer or coordinate user access, privileged accounts, authentication requirements and regular access reviews.
- Support the development, testing and maintenance of technology-related business continuity, backup, recovery and incident-response arrangements.
- Investigate and coordinate responses to technology or information-security incidents, escalating significant risks promptly to the CFO.
- Maintain staff awareness of cyber security, privacy and safe information-handling practices through practical guidance, training and communication.

5. Technology Support and Staff Capability

- Provide practical, responsive technology support to staff, resolving appropriate issues directly and coordinating external support where required.
- Build staff confidence and capability in the effective use of ACHC's technology and business systems.
- Develop and maintain clear user guides, procedures, work instructions and other system documentation.
- Coordinate technology and system access for new starters, role changes and departing staff.
- Deliver or coordinate system inductions, training and refresher sessions, including support for significant system changes.
- Identify recurring support issues and address their underlying causes through improved systems, guidance, training or escalation.

6. Digital Improvement and Project Delivery

- Identify practical opportunities to use technology, automation and improved workflows to increase efficiency, strengthen controls and improve service delivery.
- Work with relevant stakeholders to scope proposed improvements, clarify requirements and assess benefits, costs, risks and implementation needs.
- Prepare clear recommendations and implementation plans for approval through the appropriate organisational process.
- Lead or coordinate approved technology and business systems projects from planning through to testing, implementation and review.
- Engage internal users, external providers and system vendors to ensure solutions are practical, well understood and successfully adopted.

- Review completed initiatives to confirm that intended benefits have been achieved and identify any further improvements required.

7. Technology Planning, Vendors and Governance

- Develop and maintain a practical technology roadmap aligned with ACHC's strategic priorities, operational needs and available resources.
- Monitor technology risks, system performance, licensing, lifecycle requirements and emerging needs, and provide timely advice and recommendations to the CFO.
- Manage day-to-day relationships with the external IT provider, software vendors and other technology suppliers, including service performance, issue escalation and planned improvements.
- Contribute to technology procurement, contract review and budget planning, with contracts and expenditure approved in accordance with ACHC's delegations.
- Maintain appropriate technology policies, standards, registers and documentation to support effective governance and compliance.
- Prepare clear reports and updates for the CFO, Executive Team and relevant committees on technology performance, risks, priorities and planned work.

8. General

- Undertake other reasonable duties within the employee's skills, competence and classification, as directed by the Chief Financial Officer.

Selection Criteria

1. Technology generalist capability

Demonstrated broad experience across technology infrastructure, Microsoft environments, devices, user access, business systems and day-to-day technology operations, with the ability and willingness to undertake practical hands-on work.

2. Business systems and process improvement

Demonstrated ability to investigate business needs, analyse processes, identify practical system or workflow improvements, and implement changes that achieve measurable operational benefits.

3. Data, reporting and analytical capability

Experience working with organisational data, reporting tools and databases, including the ability to identify data-quality issues, develop or maintain reports, and translate information into useful insights. Experience with SQL would be highly regarded.

4. Project and change delivery

Demonstrated ability to plan and deliver technology or business systems projects, involving stakeholders in design, testing, implementation, documentation, training and review.

5. Communication and collaboration

Strong interpersonal and communication skills, with the ability to explain technical matters clearly, work constructively with people of varying levels of technical confidence, and build effective relationships with operational teams, executives, vendors and external providers.

6. Judgement, curiosity and problem-solving

Demonstrated initiative, sound judgement and curiosity, with the ability to work through ambiguous problems, understand the connections between systems and organisational needs, and determine when to resolve an issue directly, involve stakeholders or engage specialist support.

7. Service delivery and priority management

Demonstrated ability to balance competing operational and project priorities, assess urgency and risk, communicate realistic timeframes and provide responsive internal service while maintaining progress on planned work.

Position Description



Mandatory Requirements

- Relevant qualifications in information technology, business systems, information management or a related discipline, and/or substantial relevant professional experience.
- Demonstrated practical experience administering business systems and providing hands-on internal technology support.
- Experience coordinating external IT providers, managed service providers or software vendors.
- Sound experience in identity and access management, user administration and technology security controls.
- Current Queensland Driver Licence.
- Current Blue Card, or the ability to obtain one before commencing.
- Satisfactory National Police Check.

Desirable Requirements

- Practical experience administering Microsoft 365 environments, including user accounts, identity and access management, device management and security settings.
- Experience working with organisational data, reporting tools and databases, including the ability to identify data-quality issues, develop or maintain reports, and learn new reporting or query tools as required. Experience with SQL would be highly regarded.
- Experience with data analysis, reporting platforms, workflow automation or system integration.
- Experience delivering technology or business systems improvements within a community housing, human services, not-for-profit or similarly regulated environment.
- Experience supporting information-management practices, including permissions, document structures, retention controls or records-management systems.
- Relevant industry certifications or ongoing professional development in technology, cyber security, business analysis, project delivery or information management.

Conditions of Employment

- This is a full-time permanent position. Ordinary working hours will generally be worked between Monday and Friday and between 8.00 am and 5.00 pm.
- Occasional work outside ordinary hours may be required to support planned system changes, upgrades, outages or urgent technology incidents. The position is not expected to provide continuous on-call support.
- Salary will be determined within, or above, the applicable SCHADS Award Level 6 range having regard to the successful candidate's qualifications, experience and demonstrated capability.
- Salary packaging is available to eligible ACHC employees through ACHC's nominated provider, subject to applicable legislation and organisational arrangements.
- Employer superannuation contributions will be paid in accordance with legislative requirements.
- Employment conditions will otherwise be in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010, ACHC policies and the employee's contract of employment.
- Appointment is subject to a satisfactory National Police Check and the holding and ongoing maintenance of a Blue Card and current Queensland Driver Licence, in accordance with ACHC policy and legislative requirements.
- The position may require occasional local or regional travel.
- The position is subject to a six-month probationary period.

Acceptance

I have read and understood the terms and conditions of the Technology and Business Systems Lead position description.

Employee Name

Signature

Date