

Position Description

IT Manager

Department	Digital Services	Location	Hybrid option (WFH and Blackburn VIC Office)
Reports To	Digital Services Director	Direct Reports	IT Support Officer and IT System Administrator
Type	Full Time	Last Updated	July 2022

Position Purpose

The key purpose of the IT Manager is to manage Tearfund's IT team and oversee the development of IT business solutions to ensure Tearfund has the systems, tools, and technology needed to deliver an excellent digital experience and achieve our mission.

Position Accountabilities

Accountability	Outcome	
Tearfund Mission and Values This position supports all of Tearfund's teams with the systems and tools needed to implement effective responses to poverty and injustice. This role particularly furthers Tearfund's values of excellence, accountability and collaboration.	IT projects are prioritised and resourced effectively in alignment with our strategic plan, platform solutions and integrations deliver an excellent digital experience and the IT team is well supported to strengthen cyber security and provide high quality IT support to the Tearfund team.	Essential
IT Management and Governance		
1. Effective management of the IT team 2. Effective management of key vendor/contractor relationships 3. Prioritisation and resourcing of IT projects that operationalise Tearfund's digital and IT strategies 4. Oversee Tearfund's cyber security and stay abreast of technology best practices and trends 5. Provide overall leadership for the implementation of IT policies, procedures and IT governance	1. The IT team are well supported and empowered to deliver excellent user support, services and robust and reliable infrastructure. 2. The IT Budget is well managed and resources allocated wisely. Tearfund gains value from strategic IT partners and suppliers. 3. Tearfund has the technology and tools needed to deliver an excellent, secure and reliable digital experience. 4. Tearfund's cyber security is strengthened and risks are well managed. Tearfund adapts to emerging technology opportunities and cyber threats. 5. Effective controls and training are in place to mitigate and manage risks to Tearfund's systems and data.	30%

Accountability		Outcome
IT Business Solutions		
<ol style="list-style-type: none"> 1. Work with Tearfund departments to develop solutions and automations needed to deliver their strategy and activities 2. Manage the implementation and development of Tearfund's CRM, platform customisation and custom integrations 3. Manage the implementation and development of Tearfund's custom grant management system 4. Contribute to business reporting and organisational learning 	<ol style="list-style-type: none"> 1. Tearfund teams have the systems and tools they need to effectively deliver on their objectives. 2. Tearfund's CRM delivers a single source of truth on supporters and volunteers. Tearfund's CRM is configured and optimised to provide what our supporter engagement teams need to achieve their objectives. Integrations work seamlessly to deliver an excellent digital experience for staff and supporters. 3. Tearfund's International Program team has the tools needed to manage project approvals, payments and reporting to support their work with partners. 4. Staff have access to timely and accurate data required to effectively manage and implement their work 	60%
IT Services and Support		
<ol style="list-style-type: none"> 1. Oversee a coordinated approach to support amongst the IT Team 2. Technical support for business solutions 	<ol style="list-style-type: none"> 1. Seamless support is provided to users between the IT team 2. Staff are equipped to do their work from a technical perspective. 	10%
Organisational Citizenship		
<ol style="list-style-type: none"> 1. Work collaboratively with team members, role model Tearfund's Christian values and be a positive example for both supporters and Tearfund staff. 2. Participate in the spiritual life of Tearfund. 	<ol style="list-style-type: none"> 1. Tearfund's Christian values are lived out. Stakeholders experience excellence in engagement. Models a 'One Tearfund' approach to work. 2. Be prepared to participate in and lead biblical devotional reflections and prayer. Participate in annual Staff Gathering. 	Across role

Position Requirements

Must Have	<ul style="list-style-type: none"> ○ Strong commitment to Tearfund's Christian mission, values and ethos ○ Minimum 5 years IT experience including delivering systems analysis, business analysis, solution development and testing, database management, programming and software testing and system integration (webhook/REST API) ○ Tertiary qualifications in Information Technology, Software Engineering or similar discipline ○ Experience in managing or leading IT teams ○ Experience in gathering requirements, technical writing and project managing technical solutions and integrated systems ○ Excellent business analysis and advanced technical writing skills ○ Excellent communication skills ○ Excellent problem-solving and trouble-shooting skills
Highly Regarded	<ul style="list-style-type: none"> ○ Experience with Salesforce ○ Competencies in programming languages such as APEX, SOQL, .NET, SQL ○ A sound understanding of Azure AD, Webapps and Azure SQL ○ Experience with enterprise architecture design ○ Experience with Agile methodology ○ Experience in not for profit or for purpose sector ○ Strong understanding of compliance and IT standards frameworks such as PCI and Essential 8

Working Environment

Tearfund's Code of Conduct and policies set expectations for all of our staff. Everyone at Tearfund is responsible for workplace safety both in terms of their own behaviour and taking action to resolve safety issues they become aware of.

Tearfund is committed to safeguarding children, the prevention of sexual exploitation, abuse and any kind of bullying or harassment. Tearfund uses child-safe recruitment and screening practices and requires staff to complete due diligence checks such as a Working With Children Check and/or National Police Check and to advise Tearfund of any changes to their circumstances in regards to Safeguarding related offences, during the term of their engagement.

The IT Manager will at all times carry out their responsibilities with due regard to Tearfund Australia's Safeguarding Policies and Guidelines.

Tearfund values diversity and each staff member is expected to demonstrate a commitment to gender equality.

Key Position Relationships

Internal

- IT Support Officer
- System Administrator
- Supporter Insights and Database Officer
- Digital Services Director
- Web Administrator
- Supporter Services Manager

External

- External developers
- Various IT suppliers and vendors

Tearfund Mission

Tearfund Australia is a Christian development, relief and advocacy organisation responding to global poverty and injustice.

Our vision is for a just and compassionate world in which all people have the opportunity to achieve their God-given potential. We will

- *Inform, challenge and empower Australian Christians to make biblically-shaped responses to poverty and injustice.*
- *Support community-based Christian groups, churches and mission organisations around the world as they work holistically with poor communities in development, relief and advocacy.*
- *Adhere to biblical teaching and evaluate our work and attitudes in its light.*
- *Maintain a low-cost administration regime in order to maximize the funds allocated to project partners*

Tearfund Values

As a faith-based Christian organization, Tearfund Australia seeks to adhere to biblical teaching and evaluate work and attitudes in its light. Consequently, Tearfund Australia aspires to the following values:

- | | |
|----------------------------------|-----------------------------------|
| A commitment to the poor | A commitment to participation |
| A commitment to the whole person | A commitment to excellence |
| A commitment to justice | A commitment to learn from others |
| A commitment to prayer | A commitment to collaboration |
| A commitment to relationships | A commitment to accountability |