



Position Description

Manager - Information, Communication & Technology

Position Title	Manager - Information, Communication & Technology
Location	Birtinya; travel may be required across NCACCH service region/s
Employment Status	Part-time; 18 hours p/w
Position Report To	General Manager – Strategy & Service Development
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available for full time status Employer contribution to superannuation (12.75%)
Application Opening Date	N/A
Application Closing Date	N/A

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.

Purpose of the Position

The Manager - Information, Communication & Technology (ICT) provides a range of quality software and hardware technical support services and/or advice, development and management of the organisation dashboard, administration duties, and special ICT projects as required. The Manager – ICT ensures NCACCH’s information and communication systems work effectively and efficiently to meet the needs of users.

A key focus of this role will be managing organisations ICT infrastructure and the Mob Pod (Mobile health clinic) initiative, ensuring the seamless implementation of innovation mobile health outreach service and the maintenance of NCACCH Information Technology (IT) systems. Responsibilities include establishing telehealth capabilities, maintaining secure and efficient communication between mobile units and central systems, managing the integration of healthcare management software, troubleshooting IT issues unique to mobile service delivery and coordinating internal IT issues with external provider.

This position exists in an environment of frequent interruptions and sometimes complex internal and external relationships, providing an opportunity to engage with all NCACCH staff across a range of disciplines, including IT, communications, administration, data, and project management.

The NCACCH Manager - ICT is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCH’s values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation’s service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH’s current quality management systems.

Selection Criteria

Essential:

- Well-developed knowledge of a range of ICT systems / services, ICT helpdesk services, processes and procedures and office administration software
- Proven experience in the timely identification and hands-on resolution of technical issues for a range of ICT devices / systems with the ability to assess / report on systemic issues
- Demonstrated ability to work within a team environment;
- High-level administrative skills including the ability to prioritise competing work priorities, maintain accurate and legible records;
- Strong organisational skills (prioritisation, realistic goal setting, adherence to time frames, reliability, strong attention to detail)
- Ability to exercise problem solving skills and utilise resourceful thinking to solve day to day problems;
- Demonstrated as possessing highly developed written and verbal communication skills with the ability to liaise with clients, internal and external stakeholders;
- Ability to work autonomously and display initiative, self-motivation and time management

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Desirable:

- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Sunshine Coast, Noosa and Gympie regions;
- Sound knowledge of Aboriginal culture, health issues, and health disparities between Aboriginal and non-Indigenous population across South East Queensland;

Mandatory Qualifications/ Professional Registrations and Licences

- Qualification in Information Communication Technology (ICT) or demonstrated experience (minimum 3 years) in Information Technology or similar
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record (if requested)

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Mandatory Vaccinations

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

Position Responsibilities

Information Technology

- Provide Help Desk service support as the first point of contact for all new and existing NCACCH equipment, software and/or hardware system support issues
- Setup, maintain and troubleshoot various IT types of hardware, such as wireless access points, printers, desktops, laptops, tablets, projectors, monitors and audio-visual equipment. This includes assessing technology for repairs or replacement.
- Provide face to face, email and phone resolution support for known and documented errors/issues
- Implement acceptable “work arounds” while escalating/referring complex core issues. This includes liaising with any IT suppliers/vendors (Network & Equipment)
- Create and implement troubleshooting guides for distribution
- Under the direction of the General Manager – Strategy & Service Development, organise replacement or repair of failed IT equipment
- Under the direction of the General Manager – Strategy & Service Development,, maintain and coordinate replacement of NCACCH phone services and equipment
- Ensure all onsite IT hardware remains up to date
- Contribute to the development of relevant policies, procedures and processes to ensure continued delivery of consistent, high quality and accurate services
- Present IT information and provide training to staff as required
- Provide Help Desk service support as the first point of contact for all new and existing NCACCH equipment, software, and/or hardware system support issues.
- Set up, maintain, and troubleshoot various IT types of hardware, such as wireless access points, printers, desktops, laptops, tablets, projectors, monitors, and audio-visual equipment. This includes assessing technology for repairs or replacement.
- Provide face-to-face, email, and phone resolution support for known and documented errors/issues.
- Implement acceptable “workarounds” while escalating/referring complex core issues. This includes liaising with any IT suppliers/vendors (Network & Equipment).
- Create and implement troubleshooting guides for distribution.
- Under the direction of the General Manager – Strategy & Service Development (GM-SSD), organise replacement or repair of failed IT equipment.
- Under the direction of the General Manager – Strategy & Service Development, maintain and coordinate replacement of NCACCH phone services and equipment.
- Ensure all onsite IT hardware remains up to date.
- Contribute to the development of relevant policies, procedures, and processes to ensure continued delivery of consistent, high-quality, and accurate services.
- Present IT information and provide training to staff as required.
- Develop and maintain organizational dashboards to provide real-time data insights and support decision-making processes.

Mob Pod (Mobile Health Clinic)

- Assist in the procurement and implementation of new technology solutions to enhance organizational efficiency and service delivery.
- Monitor and maintain the security of NCACCH’s IT systems, ensuring data protection measures are in place.
- Maintain an inventory of all IT equipment and software licenses, ensuring compliance with relevant regulations.

- Provide remote IT support to staff working offsite or in mobile units, ensuring continuity of operations.
- Support the development and testing of IT contingency and disaster recovery plans.
- Collaborate with external IT vendors and consultants to ensure timely resolution of escalated technical issues.

Administration Support

- Provide support to the Administration team as required including assisting in answering phone calls in peak times
- Maintain client records ie. change of details, basic client enquiries
- Ensure data, reporting and compliance obligations are met
- Maintain effective governance and secure reporting systems in all areas of responsibility.
- Ensure accurate documentation of information in a timely manner

Relationship Management

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues relevant to your role / area of responsibility
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community.
- Actively seek out ways to grow professional networks and relationships with relevant organisations and providers to promote and increase brand awareness of NCACCH

Excellence

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to clients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

Safety

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as per guidelines

- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

NCACCH Values

All employees of NCACCH must carry out their duties and conduct themselves in accordance with the organisation's values, Code of Conduct & policies/procedures. NCACCH values are:

- Transparency
- Safety
- Diversity
- Respect
- Collaboration
- Innovation
- Integrity

Legal Obligation

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence, and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.