

# POSITION DESCRIPTION

## Manager – Consulting & Engineering

EFT:	Full time, Permanent
Portfolio:	Community Sector Products & Services
Reports to:	Head of Community Sector Products and Services

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

### About the role

This role provides an exciting opportunity for a person with proven experience in a managed services or consulting environment to perform a key function within the Community Sector Products & Services portfolio helping non-for-profits use technology effectively and easily; allowing them to more effectively deliver on their mission.

The Consulting & Engineering Manager will manage the team of Infoxchange Engineers to provide high quality, customer focused project and infrastructure services. They will also manage

the Consulting and Technical Account teams to provide high quality technical and consulting advice to clients.

Additionally, they will be responsible for business development and service improvement

## Key working relationships

### Internal

- » Head of Community Sector Products and Services
- » Manager, Support
- » Customer Engagement Team, Systems and Applications Support teams
- » Manager – Customer Engagement
- » Other Infoxchange staff

### External

- » Infoxchange clients and potential clients

## Key duties and responsibilities

### **1. Manage the team Infoxchange engineers to provide high quality, customer focused project and infrastructure services (50%)**

- » Manage the technical services team, providing second and third level support for technologies including Microsoft Office 365, Azure, Windows Server & Desktop and networking infrastructure.
- » Ensure our solution design, implementation and support services enables our clients to work effectively and us to support them efficiently
- » Manage infrastructure service outages, including resolution, customer communications as well as root cause identification and removal
- » Manage the scoping, quoting and delivery of projects and minor works to clients

### **2. Manage the Consulting and Technical Account teams to provide high quality technical and consulting advice to clients (30%)**

- » Manage the delivery of consulting advice to help organisations make the best use of technology
- » Work independently and on complex work, always maintaining project and service quality
- » Support strategy, information and infrastructure consultants to deliver client services
- » Ensure staff manage projects effectively to deliver agreed technical and budgetary outcomes, and satisfied customers.

### **3. Business Development & Service Improvement (20%)**

- » Contribute tenders and proposals,
- » Support teams to win business with existing clients
- » Improve Infoxchange processes, procedures, services and capability, leading service improvement initiatives that rely upon technical skills

## Key selection criteria

### To succeed in this role at Infoxchange, you will:

1. Be able to structure analyses and undertake them in a logical and efficient manner
2. Have demonstrated experience improving processes and services
3. Be an experienced leader of technical services staff in an organisation that delivers technology services to multiple clients, with deep experience in technologies that include:
  - a. Microsoft Azure, Office 365 (Exchange, SharePoint, etc)
  - b. Microsoft Windows Server & Desktop
  - c. Networking infrastructure (Juniper, MPLS and other networks, etc)
  - d. Remote Management and Monitoring tools (Kaseya VSA, Intune, etc)
4. Be enthusiastic and willing to learn, intelligent and academically accomplished
5. Be passionate about delivering high quality, cost-appropriate solutions for non-profit organisations
6. Be able to engage with business executives and senior technical staff
7. Have experience in a managed services or consulting environment

## Employment conditions

- » Located at the Infoxchange Melbourne office
- » Inter or intra state travel as required
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.