

POSITION DESCRIPTION

Senior Digital Transformation Consultant

EFT:	Full time, 12 month fixed term contract, part time considered
Portfolio:	Community Sector Products & Services – IT Services
Reports to:	Digital Transformation Manager

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With 180 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 issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation we use technology to empower 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 (which operates in NZ as TechSoup New Zealand) to form the Infoxchange Group. Together, we are 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.

Read more about Infoxchange in our annual report at <https://infoxchange.org/2020>

About the role

Infoxchange is leading a cross-sector partnership to develop a digital transformation hub that supports not-for-profits in addressing the remote working challenges presented by COVID., The Hub will also assist them on a broader transformation journey which will build their capability and resilience for a post COVID-19 world.

The focus of the Hub will be on digital technology as an enabler to support service transformation and new ways of working, addressing key barriers identified by the sector including:

- » Access to affordable and fit for-for-purpose technology solutions
- » Lack of skilled technical resources to advise on digital technology

- » Resources and funding to assist with the implementation of digital transformation initiatives
- » Staff and volunteer digital skills and capability
- » Lack of awareness of the benefits of digital technology and a fear of making technology related decisions

The Hub will be delivered as an integrated set of web-based guides, training materials and expert advice.

This role is responsible for working with technical staff and not-for-profits to provide advice to non-profits about how they can best use technology to improve service efficiencies and outcomes.

The role reports directly to the Digital Transformation Manager.

Key working relationships

Internal

- » Digital Transformation Technical Writers, Consultants and Project Coordinator
- » Infoxchange Group Marketing and Communications team
- » Connecting Up staff including account managers and the capability building coordinator
- » Infoxchange technical and consulting staff.

External

- » Technology partners
- » Community organisations.

Key duties and responsibilities

- » Assess non-profit technology needs and identify technology priorities to support business priorities
- » Provide practical technology advice through individual consultations, mentoring and webinars to non-profits across technology domains that include:
 - > **Technology foundations** - PCs, network, servers, telephony, email, file sharing and collaboration infrastructure (office 365 & google workspace)
 - > **Information systems** – service delivery & corporate systems - client/case management, finance and HR systems
 - > **Digital marketing** – website, email, social media and fundraising processes and systems
 - > **IT management** – IT strategy/planning, governance, business continuity and IT project management
 - > **Cybersecurity** – to protect information from online threats and accidental disclosure
- » Direct organisations towards technology resources (information guides, webinars, training, products & services, etc) where required, so they get better value from their technology investment.
- » Support partner organisations and volunteers who are technology experts to provide assistance to non-profits

- » Design and deliver online capacity development programs that run over multiple weeks covering topics such as 'Developing your IT Strategy, a webinar series that currently runs over a 12 week period for a group of up to 15 non-profits.
- » Establish and maintain effective communication and stakeholder management with project stakeholders, across multiple concurrent customers
- » Undertake project tasks including analysis, report writing, solution design, training and requirements analysis

Key selection criteria

To succeed in this role at Infoxchange, you will have/be:

- » Demonstrated ability to manage multiple projects simultaneously
- » Demonstrated focus on customer change management and the end-user experience
- » Excellent written and verbal communications skills, including the ability to negotiate outcomes in the context of competing priorities
- » A consultative approach, using professional or expert advice as required
- » Comfortable working autonomously and in a self-managed way, using initiative to draw on the expertise of those around you
- » Able to provide expert advice across non-profit technology domains, including at least three of:
 - > Technology foundations
 - > Information systems
 - > Digital marketing
 - > IT management
 - > Cybersecurity
- » A skilled presenter, able to present a range of technical concepts to non-technical managers
- » Passion for and previous experience within the not-for-profit and community sector.

Desirable

- » Tertiary qualifications relevant to the position.

Employment conditions

- » Located in Melbourne
- » 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.