

POSITION DESCRIPTION

Senior IT Consultant

EFT:	Full time, Permanent
Portfolio:	Community Sector Products & Services – IT Services
Reports to:	Service Delivery 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

This role is an exciting opportunity for a person with proven consultancy and project management skills to perform a key function within the Consulting and Engineering team. A primary function of this position is to plan and manage projects to deliver a best in class Managed Support Service to a range of Not-for-Profit and community sector customers. A secondary function is to provide senior consulting services supporting capacity building initiatives delivered by Infoxchange and Connecting Up

The role will involve working with Infoxchange customers, vendor partners and internal teams to develop project plans, manage schedules and coordinate implementation activities such as requirements gathering, product configuration, data migration, end user training and user acceptance testing. The role will at times involve direct delivery of some of these activities, as appropriate and required. In addition, the role will contribute to the uplift of project management capabilities within the Consulting team.

The role will support capacity building initiatives such as online consulting webinars, workshops and mentoring. The successful candidate will be part of a collaborative team including consultants, the Presales manager and systems engineers. It will also work collaboratively with Support Engineers and Customer Engagement Team members.

Key working relationships

Internal

- » Managers – Consulting and Engineering (C&E), Support
- » Team Leaders – Systems Engineers, Support
- » Head of Community Sector Products and Services
- » Customer Engagement Team (CET) members
- » Presales Manager, C&E Team and Support Team members

External

- » Customers and vendor partners of Infoxchange

Key duties and responsibilities

- » End to end management of technology transition projects of various sizes, coordinating activities such as requirements gathering, product configuration, data migration, end user training and user acceptance testing
- » Undertake activities such as requirements gathering and analysis and end-user training
- » Assist with capacity building activities such as writing technology guides, presenting online consulting webinars, workshops and mentoring in conjunction with internal and external subject matter experts
- » Establish and maintain effective communication and stakeholder management with project stakeholders, across multiple concurrent customers
- » Creation and maintenance of project plans, including resource allocations and tracking of progress against base line estimates
- » Assist in developing standardised transition project run sheets aligned with the Infoxchange Managed Services service catalogue
- » Coordinate Infoxchange project activities and liaise with stakeholders regarding the scheduling, resourcing and completion of these activities
- » Manage project risks and issues including escalations, and project change including communication of changes to cost, scope, time and people and documentation of change requests

Key selection criteria

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

- » A demonstrated track record of successful project management and delivery across multiple projects within the constraints of time, budget, functionality and quality
- » Demonstrated experience planning and managing transitions into Microsoft 365 (Exchange, SharePoint, Teams and Phone System), telephony, network and datacentre migrations, and endpoint deployments
- » Demonstrated ability to manage multiple projects simultaneously
- » Demonstrated focus on customer change management and the end-user experience
- » Knowledge and experience of project management methodologies and approaches, including agile, and experience creating and maintaining project schedules and project activities using MS Project and other tools (e.g. Trello)
- » Demonstrated stakeholder management skills and negotiation techniques
- » Experience providing regular reporting to internal and external stakeholders
- » Demonstrated ability to manage project change and risk
- » Experience coordinating and contributing to delivery of capacity building initiatives in the non-profit sector
- » 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
- » Passion for the not-for-profit and community sector

Desirable

- » Understanding of key aspects of NFP sector digital strategy and alignment with organisation strategy
- » A good knowledge of, or previous experience of, working in the community sector is desirable
- » Tertiary qualifications relevant to the position

Employment conditions

- » Located in Melbourne
- » Permanent Position
- » 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.