POSITION DESCRIPTION

Technical writer

EFT:	Full time, fixed term 12 months contract *(Part time considered)*
Portfolio:	Community Sector Products & Services
Reports to:	Digital Transformation Manager
Location:	Melbourne office (with work from home available as appropriate)

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 24,000 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 develop Hub resources and case studies

The role reports directly to the Digital Transformation Manager and is a key contributor to identify priority resources that should be developed or revised on the Hub to support not-for-profits use technology more effectively.

Key working relationships

Internal
- » Infoxchange Group Marketing and Communications team
- » Technical and consulting staff
- » Account Managers

External
- » Community organisations
- » Technology partners

Key duties and responsibilities

- » Research and write content (case studies, how-to guides and related materials) to help not-for-profits use digital technologies effectively across five domains:
    - > **Tech foundations** - PCs, network, servers, telephony, email, file sharing and collaboration infrastructure
    - > **Information systems** – corporate and service delivery systems which may include finance, HR, client/case management, membership or ecology management systems, together with your ability to measure activities, impacts and outcomes
    - > **Digital marketing** – website, email, social media and fundraising processes and systems
    - > **IT management** – IT strategy/planning, governance, business continuity and IT project management
    - > **Cybersecurity** – protecting information from online threats and accidental disclosure
- » Support others to draft content for the Hub, and proofread and edit their work
- » Monitor and respond to feedback from not-for-profit organisations who use the Hub to identify trends and content priorities.

Key selection criteria

To succeed in this role at Infoxchange, you will:

1. be highly skilled at distilling technical ideas and concepts from subject matter experts and translating it into clear, easy to understand guides and engaging case studies using Infoxchange brand guidelines

2. pay attention to detail, and be able to proofread and edit documentation for accuracy, consistency, usability and clarity

3. be proficient in Microsoft Word, Excel and Web Content Management systems, and ideally skills in Visio or a graphics package

4. follow specific templates and format documents

5. be able to visually display information and format/present information as part of effective content design

6. be able to undertake desktop research and develop appropriate instructional guides

7. be able to work effectively with technical staff and not-for-profit managers

8. have well-developed organisational skills, including an ability to set priorities and to pursue tasks to deadline and manage multiple projects with variable timelines

9. work well in a team environment

10. Have an interest in technology and the not-for-profit sector.

Employment conditions

» 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.