



Candidate Information

ICT System & Strategy Coordinator

August 2021

● Investing in Potential ● Inspiring Excellence ● Transforming Lives

The Opportunity

- ◉ Help us build our digital literacy
- ◉ Work collaboratively across all teams and programs
- ◉ Alexandria, Sydney

At Aurora, our goal is for every Indigenous student to access the right educational opportunities so they realise their academic potential. For some, that's completing Year 12 and for others, that's a PhD from Harvard. We're aiming to shift the paradigm about what is possible for Aboriginal and Torres Strait Islander Australians; starting with students in Year 8 with our high school program, all the way through to post-graduate studies at international universities with our scholarships program.

This role is critical in taking our program delivery and operational efficiency to the next level. To do this, we have adopted Microsoft 365 as our central platform. Your key contribution will be to help identify emerging ICT needs by understanding program and organisational requirements and responding to them. You will manage the implementation of change, supporting users by designing and delivering basic training and creating reference tools. You will have plenty of scope to collaborate with internal and external stakeholders and you will be involved in the 'bigger picture'.

To thrive in this role, you will bring sound expertise in the M365 suite particularly Dynamics and Sharepoint. You will have an appetite for learning new software applications, demonstrate experience working with other IT professionals in integrating across systems, and keeping abreast of updates and changes. You'll have good experience in understanding business needs, identifying appropriate ICT solutions and designing / implementing change programs. With your strong interpersonal skills, you will enjoy engaging with users to maximise their confidence and capability in using ICT tools. You will also be able to demonstrate an ability to plan and manage projects to deliver on time.

We offer a culturally-safe, values-driven, team environment, where we are each committed to the purpose of our organisation. You will be well-supported, starting with our orientation program and beyond, and will benefit from our collegiate approach to our work. In addition to a competitive salary, you will have immediate access to salary packaging, the Meal & Accommodation Card and our EAP.

Aboriginal and/or Torres Strait Islander People are strongly encouraged to apply

How to Apply

Initial enquiries by email to kristy.stanton@aurorafoundation.com.au

To apply, please send a covering letter outlining your suitability for this role with reference to the selection criteria and your resume to careers@aurorafoundation.com.au

About Aurora

OUR VISION

A future where the next generation of Aboriginal and Torres Strait Islander Australians achieve equitable participation at the highest level – in academia, the professions, in boardrooms and across government.

OUR ASPIRATION

Through our interconnected programs, we aim to engage with over 50,000 Aboriginal and Torres Strait Islander people across Australia over the next 5 years. Our role is to **inspire** every Indigenous student in their education journey, **connect** them with educational and career opportunities that enable them to realise their potential, and **guide** them in this journey.

Supported by Aurora, students and scholars are achieving **unparalleled outcomes** that transform lives. We will continue to shift the conversation to one of proud and talented Indigenous students with limitless potential. In order to achieve systemic change, we are committed to an authentic and trusted approach, evidence-based decision making and a long term focus.



Working With Us

Our five key reasons to join our team are:



You'll make a difference

Be part of our positive change to create a society where Aboriginal & Torres Strait Islander people have the same educational opportunities as all Australians. We know that our programs have a systemic impact.



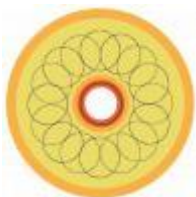
You'll learn

We are constantly striving for excellence, looking at the latest research and punching above our weight. This means we are all learning and growing.



We stand out

Our programs have been described by independent evaluators as unique and our results incredible. We have the courage to look at issues from alternative perspectives and tackle them differently.



We're dynamic

We work hard yet our work environment is relaxed, friendly and supportive. We are all here for the same reason and work together to achieve outcomes for our stakeholders. We all enjoy our regular staff development meetings, celebrations of key events and our Wednesday updates.



We live our values

Our work is guided by our values: **respect** allows to **collaborate** meaningfully and authentically which leads us to be **accountable** for what we do which in turn enables us to make an **impact**.

Our Values



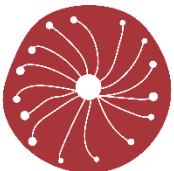
Respect

- We respect Aboriginal and Torres Strait Islander people as the custodians of the land on which we work.
- We treat each other and our stakeholders with dignity and respect at all times.
- We develop culturally safe spaces and foster awareness and acceptance of culture, identity and beliefs.



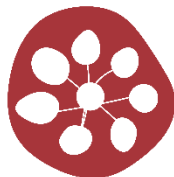
Collaboration

- We welcome feedback and adapt our practices and approaches when needed.
- We understand that that success can't be achieved in isolation.
- We participate equally and cooperatively in partnerships with community and stakeholders.
- We share information, knowledge and skills across the organisation.



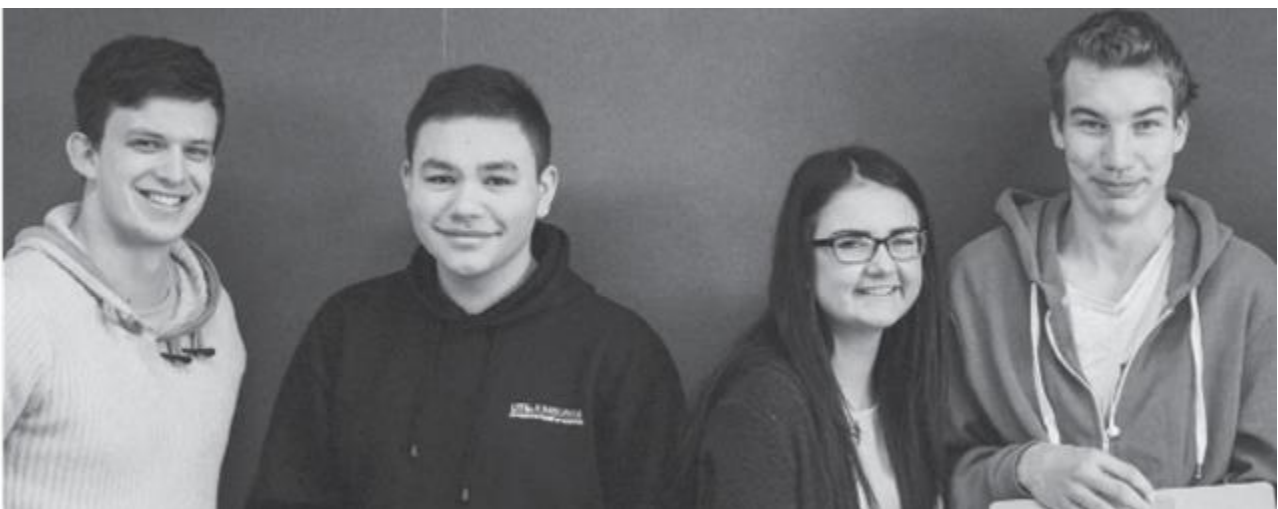
Accountability

- We deliver what we commit to.
- We pursue excellence in everything we do.
- We take responsibility for our actions.
- We are responsive and transparent in the way we work.



Impact

- We aim to have a positive impact.
- We innovate to achieve results.
- We look to effect change in perceptions, outcomes and opportunities.
- We believe in empowering ourselves and others to realise our full potential.



Role Statement

Role: ICT Systems & Strategy Coordinator

Reports to: Head of Corporate Services

Location: Alexandria, Sydney + remote work

Employment Status: Permanent full-time

Probationary Period: Six months

Position Purpose

This role enhances Aurora's ability to deliver services and programs efficiently by responding to emerging ICT needs, implementing change, delivering training and providing day-to-day user support. The requirement for the role is driven by the organisation decision to adopt MS365 applications as a central platform for program data storage and reporting, organisational document management, communications, and stakeholder interface.

Success measures in this role include:

- User satisfaction with ICT services
 - Level of M365 expertise among staff
 - Level of user capability
 - User feedback on change management
 - Projects delivered on time and on budget
 - Contribution to positive team dynamics
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Responsibilities & Key Activities

Change Management

- Work closely with internal and external stakeholders (such as developers and IT support services) to understand and analyse ICT change management requirements.
- Design and manage organisational ICT change including stakeholder analysis and engagement
- Actively participate in organisational working groups and committees to provide guidance on relevant plans and activities.
- Develop, implement and report on project plans including a budget for each ICT development / change initiative.
- Analyse and control change-related risk.

User Training & Support

- As the key internal knowledge holder on M365, maintain an up-to-date knowledge of relevant M365 developments, changes and issues and proactively communicate with staff.
- Regularly consult with internal users for satisfaction with ICT services and training needs.
- Design basic end user training to ensure the effectiveness of change initiatives and increase user capability.
- Develop end user training tools and documentation.
- Provide onboarding training for new internal users.
- Provide responsive high-level day-to-day support to users to troubleshoot M365 functionality and integration issues and enhance expertise.
- Triage requests for external ICT support.
- Analyse requests for support and ticketing to external IT provider to identify trends and make recommendations for improvements and changes.

IT Operations

- Develop and implement a suite of ICT policies and procedures.
- Contribute to organisational risk management by analysing ICT risks and designing appropriate controls.
- Monitor and report on internal compliance with ICT policy and risk control measures.
- Contribute to the review of external ICT providers.

Child Safety

- Comply with the National Child Safety Policy, Code of Conduct and Procedures.
- Champion the rights of children and young people within the organization to drive a culture focused on child safety and protection.
- Maintain confidentiality around data and information relating to the children and young people participating in our programs.
- If relevant to your role, provide a welcoming and safe environment for children and young people.
- If relevant to your role, provide adequate care and supervision of children and young people in your charge.
- Maintain positive and safe interactions with children and young people.
- Act as a positive role model for children and young people.
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to the relevant manager

Organisational Participation

- Work collaboratively with team members to contribute broadly to the achievement of Aurora objectives.
- Participate in organisational and team planning initiatives.
- Provide regular reporting as required.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and Aurora's policies and procedures.
- Undertake other responsibilities and duties within the scope of this role, as directed.

Selection Criteria

Essential

- Ability to apply understandings of Indigenous histories, cultures, and the issues facing Indigenous people in Australia meeting their aspirations for their communities and families and possess the intention to strengthen this competency.
- Ability to communicate effectively with Indigenous people and stakeholders and possess the intention to strengthen this skill.
- Expertise in the Microsoft 365 suite, particularly MS Dynamics and SharePoint with demonstrated proficiency in gaining expertise in new software applications.
- Demonstrated experience in understanding business needs and identifying appropriate ICT solutions.
- Demonstrated track record in managing small to medium projects.
- Experience in coordinating organisation-wide change management processes
- Demonstrated track record of designing and facilitating training for ICT systems
- Strong written and verbal communications skills.
- A disciplined, methodical approach to work.

Desirable

- Tertiary qualifications in relevant areas such as computer science.
- Cert IV in Training & Assessment.
- Demonstrated experience in the implementation of ICT systems.

Other Requirements

- Willingness to obtain a Working With Children Check.
- Satisfactory national police check.

Aboriginal and / or Torres Strait Islander candidates are strongly encouraged to apply

Our organisation is committed to child safety. We have zero tolerance of child abuse. Our robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out working with children, police records and reference checks (as we see fit) to ensure that we are recruiting the right people.