



Position Description

Role: **IT Project Coordinator**

Primary Objectives of the Position

The primary objectives of this role are to:

- Support the IT Strategic and Operational Plans
- Coordinate internal and external stakeholders to ensure effective and timely delivery of IT projects

Relationships

The IT Project Coordinator works under the direction of the Innovation and Development Manager. They have strong relationships with IT system vendors and work closely with CTST/Area Connect staff and volunteers on a daily basis.

Key Responsibilities and duties

IT Projects

- Be the main administrative interface for CTST internal and external stakeholders and the identified projects
- Contribute to planning, implementing and evaluating IT projects to achieve priority objectives outlined in the IT Strategic Plan
- Lead content management for internal and external digital platforms
- Preparation of monthly project performance reports
- Identify IT products and services that enhance user and consumer experiences and organisational effectiveness

IT Support and Training

- Liaise with external providers to resolve user's problems
- Monitor IT support requests and ensure vendors provide support in a timely fashion
- Identify trends in IT support requests and implement procedures and training to reduce the volume of IT support requests
- Provide training and support to employees and volunteers on the new and legacy IT systems

Data Analysis and Reporting

- Preparation of monthly project performance reports
- Preparation of monthly data reports for company-wide activity, ensuring data quality is maintained and presented clearly
- Ad hoc reporting as required
- Responsible for uploading data to various government portals in a timely fashion

Organisational support

- Promote a culture of mutual support and continuous improvement in a safe and healthy workplace environment.
- Any other duties as directed in line within the scope of skills required for this position.

Success measures

Area	The job is being performed to the required standard when:
IT Projects	Project teams confirm that projects are administered and coordinated in a manner which facilitates their involvement and completion.
IT Support and Training	CTST IT systems are well maintained. CTST IT problems are addressed and resolved expeditiously CTST staff have the support and training they need to be competent in their use of IT systems
Data Analysis and Reporting	Reports are accurate, complete and delivered on time. Data is analysed thoroughly with trends, issues and potential risks reported in a clear, coherent and concise manner.
Organisation support	Managers, co-workers and volunteers view the IT Support and Project Coordinator as a reliable and supportive team member.

Pre-employment requirements

- National Criminal History Check
- WWVP Children Check
- Current 'C' Class Drivers Licence.

Selection criteria

- High Level IT skills and knowledge
 - Essential: Microsoft O365, Intranets, Websites and Training Management Systems
 - Desirable: Phone Systems (UC Broadcloud), Transport Management Software (TMA Trips)
- High level interpersonal, customer relations, written and verbal communication skills with the ability to liaise effectively with people at all levels.
- Demonstrated high level knowledge and skills in the use of Microsoft Office 365 cloud platform and the ability to train others in its use
- Well-developed ability to plan projects, coordinate and organise work and effectively coordinate vendors in an environment subject to change.
- Demonstrated knowledge and skills in data collection, analysis and reporting.
 - Essential: High level skills in MS Excel
 - Desirable: Microsoft Power BI or similar
- Demonstrated ability to work autonomously with limited support and as an active team member.
- Demonstrated understanding of continuous improvement, client safety and risk management principles.