

Position Profile



Position:	IT Services Manager
Team:	Information Technology
Org unit:	Information Technology
Reporting manager:	Chief Information Officer
Industrial instrument:	Non-award
Position number:	tbc
ANZSCO code:	1351
AON code:	Aon.EXS.85011.6 (HCA: TE.ISMF.M3, TE.SSTE.M3, TE.OPDI.M3)
Approval status	Approved
Date reviewed:	April 2025

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focussed, and customer-driven.

Values: We are passionate about people, about being positive, and about what's possible.

Team purpose

To partner with the organisation to deliver effective Information Technology solutions that add value to changing business needs.

Position purpose

To delivery IT services and capabilities that provide tools for Aspect's staff, students and participants to effectively provide or engage with our services.

Key accountabilities

IT Support & Service Delivery

- Lead and manage the Workplace Technology function, ensuring IT services run efficiently and meet business needs.
- Oversee the IT support team, providing guidance, structure, and mentorship to improve service delivery.
- Take ownership of escalated technical issues, ensuring timely troubleshooting, resolution, and coordination with vendors.
- Support the rollout of new IT processes and services, working closely with the Transformation Program Manager to ensure smooth adoption.

- Develop, manage, administer and improve the (incident) service management process, in line with industry best practices.
- Support the Chief Information Officer in achieving SLAs, leveraging available team members, processes and tools.
- Support the Chief Information Officer to drive "Customer Success" including regular meetings with customers.
- Maintain up-to-date IT documentation, procedures, and knowledge base articles to improve efficiency and self-service options.
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Endpoint Management

- Administer Microsoft Intune, ensuring devices are configured and managed effectively.
- Maintain Windows system administration, including updates, configurations, and troubleshooting.
- Oversee the asset lifecycle, covering procurement, deployment, patching, maintenance, and decommissioning.

Identity & Access Management (IAM)

- Lead the team handling user provisioning and deprovisioning, ensuring smooth onboarding and offboarding.
- Oversee access reviews and maintain alignment with role-based access controls (RBAC) and company policies.
- Support access management across our core tech stack: AAD, AWS, Google Workspace, and Slack.

Vendor Management & License Management

- Oversee vendor relationships, ensuring IT contracts align with business needs.
- Establish a software management process, tracking and maintaining corporate applications.
- Manage Jira-based software request workflows, ensuring controlled approvals and deployments.
- Handle software licensing, ensuring compliance and cost efficiency.
- Coordinate with finance teams on billing, procurement, and renewals for key IT services (Microsoft 365, Google Workspace, Slack).
- Work with vendors to optimise service delivery and evaluate new solutions.

Corporate IT Infrastructure (Networks, AV Equipment, and Physical Systems)

- Manage the infrastructure and IT Support capabilities to ensure effective partnering with business units to deliver integrated solutions in support of the organisation's IT needs.
- Manage the organisation's IT services/infrastructure operation and development expenditures within budget.
- Manage networks, ensuring stability, security, and performance.

- Support corporate network management, working with the infrastructure team to maintain reliability.
- Oversee AV equipment, ensuring seamless operation of meeting rooms, conference systems, and workplace technology.
- Maintain physical IT assets, including workstations, peripherals, and shared IT resources.

Leadership

- Participate in and contribute to the long and medium-term decisions concerning the organisation's IT roadmap.
- Providing guidance and advice to Leaders and Managers on projects that are of strategic significance.
- Ensuring support of all IT systems is provided effectively in alignment with Aspect's operational needs.
- Overseeing the promotion of cyber and technology awareness and competence throughout the organisation in an active manner.
- Providing leadership and direction to all IT services and infrastructure employees, ensuring the most efficient use of their skills and abilities.
- Contribute to and promote a team culture of continuous improvement and high performance.

IT functional development

- Contribute to continuous operational improvement through knowledge of Aspect's business, the external context, and contemporary practice in own area of expertise.
- Contribute to the development of the team collective knowledge and team spirit through participation in and leadership of learning and team building activities.

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.

- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

Essential requirements

- Strong knowledge of machine learning, deep learning and statistical analysis.
- Proficiency in programming languages such as Python or SQL.
- Experience with cloud platforms.
- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Completion of NDIS Worker Orientation Module.
- National Police Clearance.