



## PREPARING YOUR JOB APPLICATION

- To prepare your application please complete the following.
  - Review the mission and ministry distinctives outlined on page 2
  - Review the position description outlined on page 3 - 6
  - Develop a 1 – 2 page cover letter outlining;
    - Why you are interested in the role.
    - How you would fit with Compassion’s organisational identity and culture and
    - How your skills and experience suit the role.
  - Develop a concise resume outlining your qualifications and employment history.
  - Respond to the screening questions the online application form

## CONTACT US

If you have any questions regarding the role, please email [peopleandculture@compassion.com.au](mailto:peopleandculture@compassion.com.au)

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Updated: August 2020	Owner: People & Culture	Page 1 of 4
Job Family: TET	Band:	

## **ESSENTIAL INFORMATION ABOUT COMPASSION**

### **MISSION**

Compassion exists to release children from poverty in Jesus' name.

### **DISTINCTIVES**

**Christ-centred:** We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

**Child-focused:** Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

**Church-based:** We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

### **STATEMENT OF FAITH**

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

**Section/Team:** Technology Enablement

**Reports to:** Senior IT Manager

### Primary Purpose

The IT Operations Manager works as part of a team to provide leadership to the Technology Enablement Team, oversees support services to all staff, maintain and configure on-premise and cloud-based infrastructure and systems and complete associated technology improvement projects.

The IT Operations Manager is also responsible as a primary contact for technology vendors and contracts to support the ministry and management of asset protection, Disaster Recovery, security policies and associated strategies/processes.

### Key Accountabilities

- Provide leadership to the Technology Team in the absence of the Snr IT Manager.
- Lead and manage the IT Operations team through regular check-ins and team meetings
- Provide technical guidance, advice and support to direct reports (IT Ops)
- Deliver efficient and effective technology service and support for the internal applications and software solutions.
- Understand and develop roadmaps for the continued adoption and improvements of key technology supporting Ministry Operations (e.g. CRM, Office 365 Suite, Asana etc.)
- Coordinate the service delivery provided by IT Operations team
- Governance and ownership of all IT infrastructure including the technology chosen, implantation, support, Disaster Recovery and Security.
- Ongoing design and implementation of cyber security strategy, policies, practices and products.
- Provide support for networking, server systems and third-party services (telephony, internet etc) responding to escalation requests
- Deliver IT infrastructure projects by benchmarking existing systems, recommending and deploying upgrades, compliance testing of new software and implementation
- Pro-Actively manage all technology contracts and partnerships to ensure they are most effective for the success of the ministry both technically and commercially.
- Other relevant duties as required

### Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- Bachelor's degree or equivalent in Information Technology (preferred)
- Excellent Communication skills
- Demonstrated IT experience in multi-server, multi-site, multi-domain environments
- Demonstrated Experience in managing and supporting Microsoft Azure and Office365 services including but not limited to Exchange Online, SharePoint Online, PowerBi, Azure Microservice architecture and server environments.
- MCSA/MCSE Qualifications in Microsoft Azure or Office 365 Disciplines (desirable)
- Demonstrated understanding of data protection and disaster recovery solutions
- Experience in Cyber security requirements or frameworks e.g. PCI, ISO 27001/2
- Experience in Project Management (desired)
- Demonstrated experience in contract and vendor management including commercial negotiations
- Demonstrated experience managing an IT Operations Team including both system administrators and service desk. (3 years)
- Experience with either Dynamics 365 or Salesforce CRM (desirable)

## People Management Capabilities – Leader/Manager

**Communicates with influence:** *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Speaks in public in a compelling manner, with the ability to present content, facilitate training, and tell stories in an engaging way
- Inspires, influences and motivates others to action through impactful communication
- Develops and provides appropriate communication to diverse audiences, groups and stakeholders
- Leverages the right communication channel to communicate information in a timely way
- Ensures all communications reinforce our values and culture
- Communicates the rationale for decisions in a timely way

**Delivers on the strategy:** *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Creates and fosters strategic alignment at the team and individual level
- Encourages and models the practice of evaluation, celebrating wins and rapidly learning through failure
- Balances quality of essential servicing work with the ability to execute on strategic objectives
- Demonstrates adaptability and responsiveness to change in direction/strategy
- Translates high level strategic objectives into actionable team and individual objectives

**Demonstrates business acumen:** *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Understands and contributes to the finance and budget processes, maximising team efficiency and effectiveness
- Leads continual process innovation in response to internal requirements, external trends or industry disruption
- Leads the team through difficult changes in a way that represents ministry values
- Makes the right business calls, even when they are difficult
- Considers and monitors capacity of team in order to manage volume of work
- Seeks out information and analyses data to support decision-making
- Continually builds knowledge in breadth of critical business disciplines including marketing, digital technology, strategy, Risk, Finance and HR

**Develops effective relationships:** *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Demonstrates genuine empathy, care and respect for all members of the ministry
- Engages appropriately in two-way conversations which increase clarity of purpose and build authentic, transparent relationships
- Seeks out and actions feedback from stakeholders in order to improve role and ministry effectiveness
- Sees Compassion as a system of relationships and connections, working across the ministry to connect with key internal and external stakeholders to deliver on outcomes
- Rapidly and effectively manages conflict within the workplace
- Promotes cohesion and good teamwork across team boundaries

**Leads high-performing teams:** *Leads high performing teams by coaching and mentoring team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Leads in a servant-hearted manner that reflects and models our ministry values
- Mentors, equips and empowers team members to grow and develop, achieving increased performance
- Selects the right people for the right roles, discerning ministry and role fit
- Sets clear performance objectives, provides timely feedback and holds team accountable for outcomes
- Identifies the right people for succession and project opportunities
- Encourages diversity of thought and seeks out different perspectives when making important decisions
- Proactively addresses underperformance of team and/or individuals
- Manages conflict in a fair and constructive manner, seeking a 'win-win' outcome, wherever practicable
- Champions change and supports people to transition to new ways of working
- Involves team members in decisions that affect them
- Celebrates and recognizes team members who achieve great outcomes and represent our ministry values
- Delegates decision making authority appropriately, empowering team members to achieve results.