



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 - 4
 - 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

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: Technology
Team: Technology Enablement Team (TET)

Reports to: IT Operations Manager

Primary Purpose

The IT Operations Systems Engineer as part of a team to provide support services to all staff, perform maintenance work on Development and Test Environment (DTE) infrastructure including completing Microsoft infrastructure, system implementation and improvement projects. The Systems Engineer acts as a product manager across the Microsoft platform and other systems to identify opportunities to leverage relevant applications and functions to enable ministry strategy. In addition, the role is also responsible for general IT Level 2 support in collaboration with the IT Service Desk and other System Administrators.

Key Accountabilities

- Develop, deliver and maintain enterprise system solutions across multiple available applications (e.g. Exchange Online, SharePoint, Microsoft teams, PowerBi), devices and OS' (e.g. IOS, Windows, Android).
- Identify appropriate applications within the Microsoft suite, configure and roll out to users in the Ministry based on the agreed technology roadmap
- Champion the structure and ongoing development of internal knowledge management and communication systems (Teams, SharePoint, Promapp) in order to meet user requirements, file access, data security and recovery requirements.
- Configure and manage Office 365 Services, Security & Compliance's, Users and Licenses. Proactive management of systems to ensure continued availability and resilience.
- Work collaboratively with vendors and partners to implement solutions and co-ordinate ongoing support as required. Including reviewing user stories and requirements, prioritising for delivery, and completing roll out and training.
- Leverage products to deliver ongoing asset, data protection and security e.g. InTune, rights management.
- Lead projects for the build, configuration, and deployment of networking solutions, Microsoft technologies, server applications, and virtualization
- Provide support for networking, server systems and third-party services (telephony, internet etc) responding to escalation requests from the IT Service Desk.
- Assist with the delivery of various IT Infrastructure and application projects by benchmarking existing processes and solutions, recommending, configuration, maintenance and deploying upgrades, compliance testing of new upgrades/iterations and rolling out to production to ensure adherence to the group security policy
- Provide support to the Technology Enablement Team for applications and software solutions developed internally or in collaboration with external partners.
- Performing remote response and resolution of server, cloud, virtualisation and systems issues. Maintenance and management of IT Systems and Services to ensure delivery to Service Level Agreements
- Proactive identification and analysis of issues (including Severity1 incidents, logs, analysis, and vendor alerts) and manage the problem through to resolution.
- Experience with Business Continuity plan and system Disaster Recovery
- Maintenance of the team's various knowledge bases - Input into development and documentation of service management procedures and standards to ensure engineering best practices are maintained.
- Participation in after-hours and weekend work.
- Other relevant duties as required

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

- Tertiary degree or equivalent qualification in Information Technology or related studies
- Extensive experience (approx.. 3 – 5 years) with configuration, operation and maintenance of Microsoft enterprise applications including Domain Controllers, Exchange, Terminal services, SQL and other server technologies
- Substantial experience working within a Windows domain environment
- Substantial experience in migration and management of server software upgrades
- Demonstrated experience using the Azure platform including: Infrastructure Migration, Logic Apps, Azure Web App Service, Azure AD, Power Platform, etc.
- Demonstrated experience using Microsoft SharePoint Online: Capacity planning, installing, configuring, administering and migrating
- Demonstrated experience using Microsoft 365: configuration, administration, SSO (ADFS), Azure AD Sync, Device Registration, Intune, Azure AD, Conditional Access, DNS, PowerShell Scripting, Azure Functions, PowerBI, Flow, PowerApps, OneD.
- Demonstrated experience working with internal and external partners and stakeholders.
- Demonstrated experience providing exceptional service to either external clients/customers or internal team members.
- Excellent communications skills, particularly taking technical solutions and communicating them to a non-technical audience.
- Ability to form part of and at times lead a cross functional team.

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:

- Positively influences, motivates and negotiates with team members and external partners to achieve outcomes
- Communicates with humility, grace and authenticity
- Pursues healthy and courageous conversations with team members, even in difficult circumstances
- Demonstrates active listening, seeking to understand the perspectives of others
- Communicates concerns or frustrations in a constructive manner
- Engages with communications across the ministry to ensure up-to-date knowledge and alignment

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

Success looks like:

- Is reliable and consistent in delivering on key objectives and responsibilities
- Meets deadlines and targets to deliver work on time, with a high quality
- Takes time to understand the strategies prior to delivering the task
- Demonstrates accountability for achievement of individual results

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

Success looks like:

- Leads and manages projects and events in accordance with ministry methodology
- Understands our ministry context including our products, programs and supporter engagement
- Evaluates the success, value and effectiveness of projects and strategic initiatives
- Demonstrates awareness regarding external trends in discipline or industry, recognising how these may impact processes and functions
- Takes action to improve, innovate and transform processes
- Proactively responds and adapts to change, even when it's challenging
- Demonstrates digital knowledge and dexterity in order to engage with stakeholders

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

Success looks like:

- Pursues and achieves both effective working relationships as well as effective results and outcomes
- Demonstrates self-awareness and emotional intelligence that facilitates effective relationships
- Deepens relationships with internal and external partners through shared understanding and a posture of learning
- Readily receives feedback from both internal and external stakeholders, and actions accordingly
- Demonstrates empathy and care for others
- Puts Christ first in daily decision making

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

Success looks like:

- Recognises the importance and value of team work and actively participates in team projects
- Holds self and others accountable for performance and behaviours
- Actively seeks out feedback and coaching from others to improve performance and build team culture
- Collaborates with others within and outside of immediate team to achieve results