

<b>Position Title</b>	IT Services Coordinator
<b>Employment Benefits</b>	Level 4.1 (SCHADS) Base Salary \$74,000 p.a. FTE 9.5% employer superannuation contribution 5 weeks annual leave entitlement PBI salary packaging benefits
<b>Hours of Work</b>	37.5 hours per week (7.30am to 3.30pm)
<b>Responsible to</b>	Senior Manager Business Systems

**About us:**

Volunteering WA’s mission is ‘to lead, advance and celebrate volunteering in WA’, and our vision is ‘for every Western Australian to enjoy (valued) volunteering experiences that enrich our state’. As the peak organisation for volunteering in WA, we are the leading voice for volunteers and volunteer-involving organisations, working to strengthen the sector and promote the benefits of volunteering. Volunteering WA supports volunteering across all areas, providing resources for community organisations across the state, whether they work in sport and recreation, the environment, emergency services, aged care, health and disability services, and many other areas.

**The Position:**

Volunteering WA supports, develops and maintains a number of IT products and websites including the national volunteering database, VWA website and microsites and the national SEEK Volunteer and GoVolunteer websites.

The IT Services Coordinator provides dedicated IT support across Volunteering WA’s digital products and services and is a key member of the broader IT team. The IT Services Coordinator works closely with the Senior Manager Business Systems and Manager IT Services to assist with the sound operation of all organisation technology systems and processes.

This position may require occasional metropolitan, regional or interstate travel.

**Duties:**

- Manage and maintain IT helpdesks providing telephone, internet and email support, in consultation with the Manager IT Services, for all aspects of VWA’s IT products including volunteer management and recruitment software systems.
- Assist with training and resource development for VWA staff, Volunteer Resource Centres, interstate volunteering peak bodies and users as required along with any other key stakeholders. This includes reviewing, updating and developing user manuals and operating procedures.
- Provide assistance to the Manager IT Services to maintain accurate and up-to-date records and statistics relating to all services provided for use in funding and financial acquittal reports.
- Build high level relationships with key stakeholders and work in a collaborative team environment to ensure the development and maintenance of online solutions to support customers and maintain good rapport.
- Lead and manage relationships with application vendors and online service providers.
- Provide technical leadership and direction within the IT team regarding the development, maintenance and continuous improvement of online systems and processes that support digital services.
- Provide IT support for all Volunteering WA staff including education and training in the use of new systems and hardware as required. This may involve developing SOP’s and training/ user guides.
- Assisting the Manager IT Services with tracking of IT Hardware and Software allocations / utilisations across the organisation and oversight of hardware transfer or disposal, and overseeing vendor

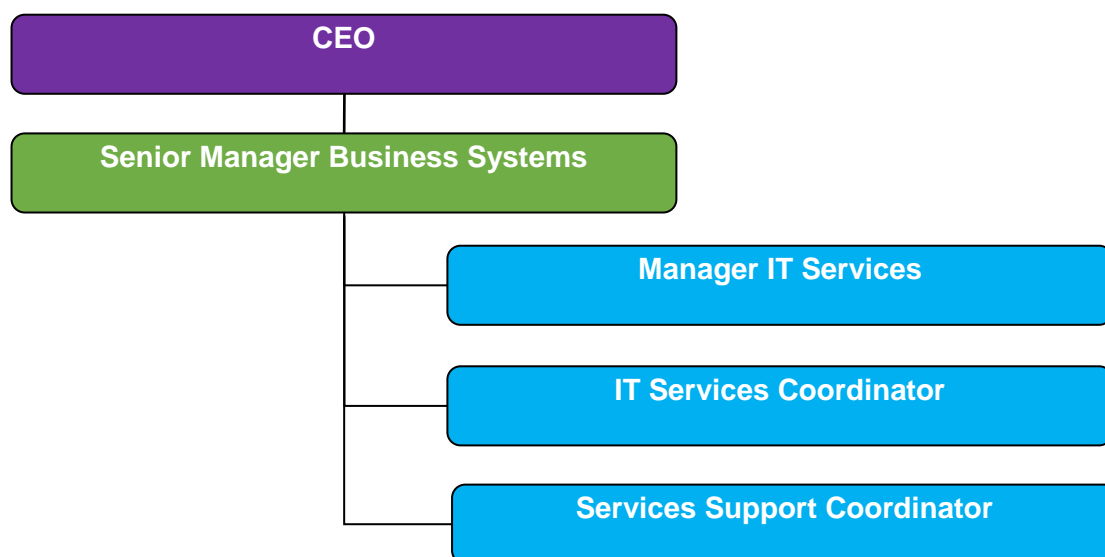
activities to ensure compliance with the agreed procedures.

- Collate statistical and performance reports as needed (weekly, monthly, quarterly).
- Prepare and produce member newsletters including the GoVolunteer newsletter, VIKTOR quarterly newsletter and VIRA mail-outs.
- Contribute to day-to-day operations of VWA and respond to requests for support when required.
- As required contribute creatively and professionally to the strategic direction of VWA.
- Key Performance Measures for this position will be determined annually in accordance with the organisation's Operational Plans.

### Key relationships:

- All Volunteering WA staff and volunteers
- Existing members
- Potential members, especially key VIOs and VRCs
- Relevant WA peak bodies and state-wide organisations
- WA State Government and Federal Government
- Volunteering WA project partners
- Volunteering Australia and other State volunteering peaks

### Reporting Structure:



**SELECTION CRITERIA:**

<p><b>ESSENTIAL</b></p>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications</li> <li>• Excellent customer service skills.</li> <li>• Display careful attention to detail and a capacity to organise and prioritise tasks, meet deadlines and manage time effectively.</li> <li>• Ability to multi task, prioritise workload and work efficiently in a busy office environment.</li> <li>• Demonstrated experience in a helpdesk style role with troubleshooting and problem-solving abilities.</li> <li>• Strong interpersonal and communication skills with the ability to explain simple procedures in writing and/or verbally.</li> <li>• Ability to handle information technology support requests in a professional and timely manner.</li> <li>• Demonstrated knowledge of computer skills and experience with standard Microsoft Office packages (especially Microsoft Word, Excel, PowerPoint, Access, Visio, and Project).</li> <li>• Ability to learn and adapt to the evolving IT requirements of Volunteering WA.</li> <li>• Good record keeping and reporting skills.</li> </ul>
<p><b>DESIRABLE</b></p>	<ul style="list-style-type: none"> <li>• Previous knowledge and experience of working with databases</li> <li>• Previous knowledge and experience of website maintenance</li> <li>• Knowledge and experience in the development, maintenance and continuous improvement of online systems and processes that support digital services.</li> <li>• High level people and relationship management skills with strong negotiation and consultation skills.</li> <li>• High level project management and time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.</li> <li>• Volunteer management/ recruitment experience.</li> <li>• Experience working in the not-for-profit sector</li> </ul>
<p><b>Other Personal Attributes</b></p>	<p>Other personal attributes required to do this job effectively:</p> <ul style="list-style-type: none"> <li>• Proactive self-starter with a high degree of self-management</li> <li>• Willingness to work as part of a professional team and to share information and expertise</li> <li>• Ability to work in a changing, complex environment</li> </ul>

**Please Note:**

- All contracts with Volunteering WA are reviewed regularly subject to funding and performance.
- All staff are required to have a Police Check. The cost of the Police Check will be met by Volunteering WA.
- All offers of employment at Volunteering WA are subject to a four month probationary period.
- A current WA Driver's licence is essential