Position Description

Title: Head of Technology

Purpose Statement: To design, develop and lead implementation of a comprehensive technology strategy encompassing digital services, systems, processes and best practice for SANE.

Team: Technology

Reports to: Chief Executive Officer

Direct reports: IT and Systems Manager

Location: Melbourne

Employment Status: Full time, 18-month fixed term

Description:
SANE is seeking an ambitious technical leader seeking a challenge to transform our use of technology to accelerate digital growth ambitions and optimise internal operations. We are seeking a candidate with experience in modern technology platforms and practices to operate in a supportive environment to take on an important technology leadership role.

Key Functions:
- Designing and driving implementation of the technology agenda at SANE, including overarching technology strategy along with ensuring internal technology tools and processes are fit for purpose.
- Create and embed a prioritisation approach to establish a technology roadmap with the relevant processes, tools and metrics to support the organisations objectives and growth opportunities.
- Collaborate with the organisation to procure and lead implementation of best-fit systems, that is aligned with the overarching digital strategy.
- Embedding and accelerating new ways of working by supporting SANE Group’s move to full use of Microsoft 365 and potential Azure deployment.
- Develop and lead the end-to-end implementation of the Salesforce roadmap to amplify the SANE Group’s functions and capabilities.
- Ensure the organisation adopts the available suite of applications and services through education and awareness campaigns for our people.
- Ensure rigorous privacy, security and compliance in line with appropriate legislation, policies and standards across all SANE activities.
- Manage the technology budget for delivery of the technology strategy and roadmap
- Manage and lead the IT team to assist with the deployment of the strategy and provide operational support.

Quality and Safety
- Create, maintain, and foster a safe and mentally healthy workplace at all times.
- Maintain compliance in relation to information security standards and relevant compliance frameworks.
People and Culture
  o Embrace the SANE Australia values in everything you do.
  o Maintain respectful relationships and communications with all SANE Australia team members, partners and supporters.
  o Value the strengths of team members, partners and supporters, and contributing to an environment where all strengths are valued.
  o Adhere to SANE’s policies and procedures.

Key Selection Criteria

Qualifications:
  o Bachelor’s degree in information technology or related field (computer science; information science; software engineering).

Skills & Expertise:
  o Technical skills, knowledge and acumen required for the effective use of digital tools, platforms technologies, services and processes across the business.
  o Strong project management, prioritisation, and decision-making skills.
  o Experience with information security standards, compliance frameworks, implementing security technologies, and enabling the upskilling of our people in cyber security awareness.
  o Capable of effective resource management (incl. prioritising, delegating & mentoring).
  o Strong interpersonal skills and an ability to work with senior leaders to foster a team environment and build a thriving people-centred organisation.
  o A strategic thinker with ability to lead by example demonstrating an ability to deliver set objectives and strategic priorities.
  o Experience with developing tenders/procuring services and contractors.

Desirable Experience:
  • Website, customer portal design and development
  • User experience / human centred design
  • Analytics and measurement
  • Experience in community codesign and consultation
  • Deployment of Microsoft Office 365 and Teams
  • Salesforce application and platform
  • Experience in Khoros highly desirable

The Benefits:
  • Flexible working environment (Sydney and Melbourne Offices and Work From Home capability)
  • Access to Not For Profit Sector Salary Packaging and Benefits