



HealingFoundation

Strong Spirit • Strong Culture • Strong People

Position Description	
Position Title:	Senior ICT Officer
Reporting to:	ICT Manager
Direct Reports:	Nil
Location:	Brisbane
Job Type:	Full time
Appointment:	12 months non-ongoing (with possibility of extension)
Competency Framework:	Advanced Practitioner L2/L3
Last updated:	15.03.2023

THE HEALING FOUNDATION VISION

The Healing Foundation is a national Aboriginal and Torres Strait Islander organisation that provides a platform to amplify the voices and lived experience of Stolen Generations survivors and their families.

We work with communities to create a place of safety, providing an environment for Stolen Generations survivors and their families to speak for themselves, tell their own stories, and be in charge of their own healing.

We promote trauma-aware, healing-informed practice to help government, policymakers, and workforces understand their role in intergenerational healing.

By addressing unresolved trauma in First Nations communities – trauma that was caused by colonisation and actions like the forced removal of children – we are walking alongside communities on the path to healing.

We are governed by a First Nations Board and Executive and guided in our work by our Stolen Generations and Youth Reference Groups.

Our work honours our First Nations ancestors who inspire strong spirit, strong culture and strong people in all future generations.

THE ROLE AND THE TEAM

The role: Senior ICT Officer

Our **Operations** team enables The Healing Foundation’s work to deliver our strategic objectives through the functions of Audit, Finance, Compliance, Intellectual Property, Procurement, Contract Management, Communications, and Information and Communication Technology. Each team collaborates with colleagues across the organisation to deliver solutions for identified needs - adding value through their subject matter expertise.

COMPETENCY FRAMEWORK CORE COMPETENCIES AND JOB SPECIFIC COMPETENCIES

The Healing Foundation Competency Framework is designed to provide a roadmap for leaders and teams to have more specific discussions on *‘how to be successful’* at the Healing Foundation by articulating what our expectations of ourselves and others are. It is designed to support the achievement of our strategic plan.

Reporting to the **ICT Manager**, your role must demonstrate the following Core competencies and Job specific competencies:

CORE COMPETENCIES	
PEOPLE AND RELATIONSHIPS	<ul style="list-style-type: none"> • Live our Values and Guiding Principles: Demonstrate our values and guiding principles in our daily behaviours, habits and interactions with others • Enhance Health and Wellbeing: Be socially responsible with a genuine commitment to an environment where people are safe, free from harassment of any kind, and where they can enhance their physical, mental and emotional wellbeing • Grow Cultural Awareness and Connection: Appreciate and respect the significance that Aboriginal and Torres Strait Islander people place on culture, family and country, and how these elements are connected • Proactively Engage and Communicate: Build and maintain relationships with respectful and honest communication, that facilitates mutual benefits and outcomes and that encourages and supports all staff to speak up about unwelcome, offensive or illegal behaviours.
RESULTS AND EXPERTISE	<ul style="list-style-type: none"> • Understand Our Business: Be committed to the organisation’s mission, acknowledging our challenges and continually looking to add value and grow our strengths and opportunities

	<ul style="list-style-type: none"> • Service Delivery: Understand and meet the needs and expectations of our people, communities, suppliers and other key stakeholders and colleagues • Be Accountable and Outcome Focused: Accept responsibility for role, make prompt informed decisions and take focused action to achieve results
<p>INNOVATION AND CONTINUOUS IMPROVEMENT</p>	<ul style="list-style-type: none"> • Put Ideas into Action: With innovation at our core, be curious, explore new concepts and be prepared to try new ideas, backing ourselves and each other • Achieve Change: Seek to understand reasons for change and be open to new initiatives, providing constructive feedback and embracing change with resilience • Grow and Share Knowledge: Incorporate learning, knowledge capture and sharing into your work routinely

<p style="text-align: center;">JOB SPECIFIC COMPETENCIES</p>	
<p>ROLE & RESPONSIBILITIES</p>	<p>Adherence to THF general risk principles:</p> <ul style="list-style-type: none"> • Do no harm • Prevent harm by others <p>Job specific competencies include:</p> <ul style="list-style-type: none"> • Microsoft 365 Systems Administration which includes; <ul style="list-style-type: none"> ○ Manage and provide assistance for Office 365 suite configurations and guidelines. ○ Assess requirements and provide solutions utilizing O365 collaboration tools such as OneDrive, Teams, SharePoint, and other relevant platforms. ○ Examine, resolve issues, and implement Microsoft cloud solutions using Azure and Office 365 platforms. ○ Design and engineer SharePoint, Teams, and Microsoft Office 365 Groups architectures, demonstrating in-depth technical expertise on various Teams architecture components implemented in an enterprise setting. ○ Offer specialized knowledge in Compliance and data retention by utilizing Office 365 Data Loss Protection (DLP), Cloud Access Security Brokers (CASB) and built-in Office 365 features such as retention policies, including Office 365 eDiscovery and Advanced eDiscovery.

	<ul style="list-style-type: none"> ○ Monitor the health of services through the Office 365 console and proactively address system alerts and notifications. ○ Possess extensive understanding of Authorization and Authentication in Microsoft hybrid environments, with hands-on experience in Azure AD, including Single Sign-On (SSO) and Multi-Factor Authentication (MFA). ○ Deploy new features and functions of Office 365, such as Microsoft Teams, Office 365 Groups, Planner, PowerApps, and other apps. ○ Offer specialized knowledge on Office 365 and Microsoft Azure, particularly in security (covering Advanced Threat Protection (ATP) policies for Office 365, Azure AD Identity Protection, Conditional Access (CA), Azure Information Protection, and Office 365 Message Encryption), design of system structures, overseeing migrations, and managing extensive deployments. ○ Skilfully communicate technical specifications, errors, and business logic to both technical and non-technical clients through written and verbal means. ● Provide level 2 and level 3 technical support to staff including: <ul style="list-style-type: none"> ○ Microsoft Office 365 ○ Microsoft Dynamics 365 ○ Other third-party applications ● Provide staff training on Office 365 applications, including SharePoint and Teams. ● Setting up and maintaining IT assets ● Maintain the IT asset register for all hardware and software assets including system updates. ● Coordinate ICT infrastructure upgrades and rollouts ● Contribute to the development and maintenance of infrastructure policies ● Security and incident management ● Manage user access and maintain website CMS (WordPress and Drupal), while ensuring adherence to web development standards and good practices; and ● All other duties related to this role.
<p>QUALIFICATIONS & EXPERIENCE</p>	<ul style="list-style-type: none"> ● Strong understanding or commitment to the First Nations sector demonstrating knowledge, advocacy and prior engagement with First Nations people, and the understanding of and commitment to working in a culturally sound and strengths-based way ● A bachelor's degree in Computer Science, Information Technology, or a related field. ● Experience in administering Microsoft 365 suite, including

	<p>Azure, AAD, Intune, Office 365, SharePoint, and OneDrive is essential.</p> <ul style="list-style-type: none"> • Experience with security and compliance features such as Data Loss Prevention (DLP), Mobile Device Management (MDM), and Conditional Access. • Minimum of 3-5 years' experience in an IT support role • Experience working with SharePoint and Office 365
<p>MANDATORY REQUIREMENTS</p>	<ul style="list-style-type: none"> • The employee will undertake and maintain a valid State specific WWVP, AHPRA Certificate of Registration or police clearance based on the legislative requirements of the state or territory in which they reside • Ability to travel and support The Healing Foundation's activities across a variety of regional and remote Aboriginal and Torres Strait Islander communities • Demonstrated cultural competency and an ability to work positively and productively with persons from a variety of international and cultural backgrounds • To ensure the safety of those most vulnerable people in the community, you must be able to provide evidence of COVID-19 vaccination
<p>HIGH DESIRABLE CRITERIA</p>	<ul style="list-style-type: none"> • Experience with PowerShell and other scripting languages • Microsoft 365 Certification <ul style="list-style-type: none"> ○ Microsoft 365 Certified: SharePoint Administrator Associate ○ Microsoft 365 Certified: Teams Administrator Associate ○ Microsoft 365 Certified: Modern Desktop Administrator Associate ○ Microsoft 365 Certified: Security Administrator Associate