POSITION STATEMENT

Title:	IT Business Operations Manager	Position no:	7917
Level:	IBA Level 7 ($146,074 - $171,151)	Last updated:	Nov 2023
Location:	Canberra or Sydney	Term:	Ongoing
Program:	Information & Technology		
Section:	Technology and Transformation		

Context:

Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.

We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.

Our staff are invested, informed, responsive, respectful and connected.

Role:

The IT Business Operations Manager is a senior-level position that oversees the day-to-day operations of the IT department, ensuring that it runs smoothly and efficiently. They act as a key advisor across IBA and within the technology team, provide oversight and day to day management of the IT governance, risk, compliance, budget, invoicing, labour hire and contract renewal management.

Duties:

The IT Business Operations Manager requires strong analytical and project management, an ability to manage and deliver on multipletasks and have strong engagement and influencing skills.

Duties include (but not limited to):

- Managing the IT budget and invoicing, ensuring that the IT department operates within the allocated resources, meets the financial targets and has robust processes to manage our reporting obligations.

- Developing and implementing IT governance, risk, and compliance policies and procedures, ensuring that the IT department adheres to the relevant standards and regulations, and mitigates any potential risks, issues and ensuring that all IT audit outcomes are completed on time within required board expectations.

- Coordinating and collaborating with other IT managers, stakeholders, and vendors, ensuring that the IT department delivers high-quality services and solutions that meet the business needs and expectations.

- Managing the contract renewals, and labour hire, including collaboration with the Manager Procurement to support with IT procurement activities as required, ensuring that all IT contract renewals and labour hire follow our procurement policies and procedures.

- Monitoring and reporting on the IT department's performance, productivity, and customer satisfaction, identifying and implementing any improvements or enhancements.

- Leading and mentoring the IT team on business operations providing guidance, feedback, and training, and fostering a positive and collaborative work environment.

- Drafting and management of the IT Board and Committee reporting obligations including writing papers and liaising with stakeholders as required.

Required capabilities
These are essential unless otherwise indicated.

Professional Background

- A bachelor's degree in IT, business, or a related field, or equivalent work experience.
- At least 5 years of experience in IT business operations, project management, or a similar role, preferably in a large and complex organization.
- Strong knowledge and skills in IT budgeting, invoicing, contract management, labour hire, IT governance, risk, and compliance.
- Excellent communication, interpersonal, and leadership skills, with the ability to work effectively with diverse teams and stakeholders.
- Analytical, problem-solving, and decision-making skills, with the ability to handle multiple tasks and prioritize effectively.
- A customer-oriented and results-driven mindset, with the ability to deliver high-quality outcomes and exceed expectations.
- 2+ years working within technology teams, understanding of technology concepts and working closely alongside the Chief Information or Technology Officer.

Skills

- Advance skills in the application and use of Microsoft Office suite (including but not limited to Excel, Word and Power Point).
- Strong technical understanding of the Microsoft Azure platform.
- Attention to detail and time management.
- Ability to present recommendations to senior stakeholders
- Ability to develop and maintain strong working relationship and facilitate meetings and workshops at all levels
- A positive 'can do' attitude.
- ITIL foundation certification, COBIT is preferred

Reference documentation: **www.iba.gov.au**
- About Us – Our Values
- About Us – Working at IBA
- About Us – News and Publications – Annual Reports

Further enquiries: Jodi.Stapleton@iba.gov.au

Applications: email to ibarecruitment@iba.gov.au

- Application Coversheet
- Resume
- Maximum 800 words addressing the Required Capabilities

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

Closing date: 7 December 2023