



Amaze Position Description

| Position title | Team |
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| Digital & Technology Manager | Operations - IT & Digital |
| Reporting to | Effective date |
| Chief Financial Officer | February 2025 |
| Hours | Position type |
| 0.8-1.0 full-time equivalent (FTE) | 12-month (fixed-term) |
| Salary | Location |
| \$110,000 - \$130,000 (pro-rata) + superannuation + salary packaging | Ground Floor, 678 Victoria Street, Richmond / Wurundjeri (With the option of some work from home days) |

About Amaze

[Amaze](#) is a leading autism organisation driving change so that Autistic people and their families can live their best lives in a more autism inclusive Australia.

For more than 50 years, Amaze has been supporting Autistic people, their families, and the community. While based in Victoria, our reach is national, and we are the home of Australia's first-ever national autism helpline – Autism Connect. This service is free to any person residing in Australia.

We also work closely with governments, partner organisations, corporates and grassroots community groups and supporters across the country to deliver vital services and information to the autism community. Our focus also extends to assisting employers to create more autism inclusive workplaces that can sustainably support increased and improved employment of Autistic people. As well as working to increase broader community understanding and acceptance of autism and providing high quality advice and support, we translate autism community experiences into broader policy needs that inform and drive systems-change.

Our vision is inspired, and our ambitions significant, but our five strategic priorities (2022-2026) – *Autism Assessment and Diagnosis, Education and Training, Employment, NDIS, Health and Mental Health* – reflect the areas that we believe will have the greatest opportunity for impact for Autistic people, their families and the community.

Amaze's commitment to inclusive employment

We are committed to creating a diverse, inclusive and engaged workplace and are proud to be an equal opportunity employer. We recruit people from a wide variety of backgrounds, cultures and perspectives to help foster an environment that enables us to be bold, accepting of difference, embrace curiosity, reflective and initiate change in ourselves and others.

We can provide a range of supports and adjustments, starting from the recruitment process right through to ongoing employment. If you would like to enquire about the supports and/or adjustments available to you during the process of submitting your application or in general, please feel free to contact us by emailing hr@amaze.org.au or calling (03) 9657 1600.

Amaze respectfully acknowledges the Wurundjeri Woi Wurrung peoples of the Kulin Nation as the Traditional Custodians of the land on which our office is based. We pay our respect to their Elders past and present and reflect on the continuing connection with Country and community. As an organisation, we embarked on our journey of reconciliation with First Nations peoples at the beginning of 2023. We are currently in the Reflect stage of our Reconciliation Action Plan journey and are deeply committed to creating a culturally safe and inclusive environment for First Nations peoples. You can read more about our reconciliation journey [here](#).

About the team

The Digital & Technology Operations team reports to the Chief Financial Officer and works across the organisation, providing guidance and support for Amaze's technical systems, functions, maintenance, queries, and development capability.

About the role

The Digital & Technology Manager role is designed to manage, support and enable all technical and digital requirements for Amaze. The role will work across the organisation providing expert guidance and assistance to teams, overseeing the use of technology and delivery of any new software or updates to existing systems. This will be achieved by providing a central point of contact for all system requirements across the organisation, as well as leading the identification, documentation, and resolution of related issues, risks, and changes to software, hardware, systems, networks and other existing data management systems. The role is also critical to ensuring the robustness of Amaze's cybersecurity.

What you'll be doing

GENERAL

- Manage Amaze's IT infrastructure, including networks, servers, and systems.
- Manage, support and enable end-to-end delivery of software and hardware operations and projects, in line with the digital/technical strategy ensuring that they are completed on time, within budget, and meet stakeholder expectations.
- Ensure the security and integrity of data, systems, and networks through the implementation of robust cybersecurity measures, documentation, training, and policies to achieve Amaze's cybersecurity objectives and legislative obligations.
- Manage the work of contracted external IT providers. This includes management of quotes, budgets, scope, timeframes, and risks and issues with each engagement.



- Develop and review IT operations, systems, policies, guidelines, documentation and process improvement capabilities.
- Analyse and report metrics on key IT internal support via ticketing system to enable effective decision-making and process improvement.
- Monitor IT budget inline with delegation of authority, ensuring purchases of software (e.g., licences) and hardware are cost-effective and aligned with organisational goals.
- Develop and execute IT disaster planning and ensure the data backups operating as required.
- Report regularly to the Chief Financial Officer on progress of projects, risks, issues and any key decisions to be made.

HARDWARE AND SOFTWARE

- Support the management of software specific issues including licencing.
- Manage the appropriate sourcing of hardware to meet organisational requirements.
- Track and maintain hardware and software inventory.

STAKEHOLDER ENGAGEMENT

- Collaborate with key internal stakeholders to support the identification and satisfactory implementation of solutions that meet user and Amaze requirements.
- Oversee the design and implementation of systems set-up as well as software training for new and existing staff, including induction training for new staff.
- Provide technical support and advice to all internal stakeholders.
- Work with relevant teams when implementing technical solutions, including the People & Culture team or other relevant teams as required, to ensure appropriate change management processes are included.

PEOPLE MANAGEMENT

- Lead and empower the IT & Digital team which consists of roles that support IT, data and metrics and digital communications, in accordance with Amaze's people management processes.
- Participate in recruitment and upskilling of the team, to deliver Amaze's strategy.

OTHER

- Other tasks as required, aligned to skills, experience and role level.
- Adherence to Amaze policies and procedure including the Amaze Code of Conduct.

What you'll need to succeed

KEY SELECTION CRITERIA

Qualifications and Experience

- Formal qualification in IT/IS and/or related experience.
- Experience in development, business analysis and/or project management space.



- Experience in the management of systems to analyse, record, manipulate, store, and retrieve data.
- Experience managing external IT suppliers and projects.
- Experience in people management, including the ability to lead an inclusive team that maximises the talents and potential of each person.

Knowledge

- Knowledge and application of key management functions including planning, organising, leading, and controlling allocated resources and/or the ability to rapidly acquire this knowledge and understanding.
- Strong background in working with Salesforce or other CRM systems.
- Autistic community focused with either knowledge of, or commitment to, developing respectful communications for Autistic people and their families and carers.

Capabilities

- Exceptional interpersonal and relationship building skills with the ability to identify opportunities to collaborate with key stakeholders.
- Demonstrated ability to work autonomously as well cooperatively as part of a team.
- Strong communication capabilities, skilled in conveying opinions logically, checking for understanding, and encouraging open discussion.
- Proven ability to think critically, creatively, and independently, including exercising initiative to design, develop and implement new insights, innovations and processes.
- Advanced organisational skills with a demonstrated ability to manage multiple priorities and meet deadlines.
- Advanced skills in the use of Microsoft 365, CRMs (with recent experience in Salesforce), and the utilisation of digital technology and/or the ability to rapidly acquire the knowledge and understanding.
- High level of maturity and integrity, with personal drive and determination to deliver work on time and to a high standard.
- Fosters an inclusive workplace where diversity and individual differences are accepted and valued.
- Ability to demonstrate alignment to the Amaze values which are: Community Centric, Collaboration and Partnership, Constructive and Solutions Focused, Determination and Independence, Evidence Informed and Outcomes Driven, Strengths Based.

Inherent requirements of the role

Amaze provides reasonable adjustments to its employees and will accommodate individual needs, where practicable. However, this role is an office-based and/or a position that requires engagement with stakeholders and community, and some aspects of the role are non-negotiable.

For this role, candidates will be required to:



- work in an open plan environment when working from the Richmond / Wurundjeri office, and/or
- complete sedentary desk work at a computer, and/or
- work collaboratively as part of a team, and/or
- communicate via phone, through video meetings, or in-person, and/or
- attend all-staff meetings, mandatory organisational trainings and events, and/or
- concentrate for extended periods of time, with support if required, and/or
- change tasks on request with little to no warning.

Other requirements

- As this position requires work from Amaze's Richmond office, the successful candidate will be required to provide proof of their triple COVID-19 vaccination status.
- Evidence of right to work in Australia if you are not an Australian citizen.
- Successful National Police Check (paid by Amaze).
- Successful Working with Children Check (paid by Amaze).
- Ability to occasionally work out of hours and travel interstate for events and meetings, as required.
- Please note, if you are notified by Amaze that you are the preferred candidate after the interview/s, you will be required to submit two references.

Working with Amaze Benefits

There are lots of reasons why you should work with us. Here are just a few...

- Join a team of people passionate about driving positive change so that Autistic people and their families can live their best lives.
- Our culture emphasises kindness, respect, and inclusion. This includes actively engaging and supporting a neuro-divergent workforce and offering reasonable adjustments and flexible working arrangements.
- Access to a holistic employee assistance program (EAP) for staff and their household members.
- Personal and professional development opportunities.
- Generous salary packaging.
- Spacious offices in Richmond / Wurundjeri with the opportunity to engage in Victoria Gardens Corporate program including freebies, discounts, and offers.

