

ICT Projects Officer

Position description

Do you want to use your ICT skills to help the environment?

The ICT (Information Communication Technology) Projects Officer will oversee EJA's technology strategy, manage the procurement and implementation of new systems and hardware, and maintain effective ICT in the EJA office. You will deliver improvements to, and ongoing oversight and implementation of, EJA's ICT systems and related policies and procedures. The role reports to the Chief Operating Officer.

You will work closely with our staff to make sure they are supported and effective in their work. You will be both strategic and hands-on in keeping them helping both nature and the community, and tackling the climate crisis.

The position is 4–5 days per week, initially on a 12-month contract with a likely extension based on funding.

Environmental Justice Australia is an equal opportunity employer. Aboriginal and Torres Strait Islander people, women, people from culturally and linguistically diverse backgrounds, LGBTQI people and people with a disability are encouraged to apply.

Applications close Sunday 8 May 2022.

About us

Environmental Justice Australia is a leading public interest legal organisation. Our lawyers act on behalf of people and community organisations to safeguard health; protect magnificent forests, rivers and wildlife; and tackle the climate crisis. We partner with communities and other social justice organisations because we are stronger together.

Using innovative approaches, we find the best legal solutions to climate and environmental issues. Our team works inside and outside the courtroom to make the system fair and just for all. We work on issues and in areas of Australia where we can have the most impact.

Our values

Collaboration: We work in partnership with community and other organisations because we are in this together

Respect: We treat everyone with respect and we value different perspectives as we know we can learn something from everyone

Ambition: We aim high and are at all times focused on achieving maximum impact for nature, climate and communities

Positivity: We maintain hope and a positive approach because we believe we can change the world

Justice: We are driven by our sense of justice – it's at the core of everything we do



Responsibilities

The ICT Projects Officer role is a flexible one that includes a range of projects and responsibilities. The key focus of the role is ensuring that the organisation has appropriate systems in place to operate effectively and to achieve its goals.

- With the Chief Operating Officer (COO), develop and implement our three-year ICT strategy and budget;
- Manage ICT requirements for all staff and volunteers, including working with external providers to ensure appropriate ICT services are provided and maintained;
- Provide the “helpdesk” support for staff and volunteers with support from the external IT provider;
- Implement ActionStep Legal Practice Management software, liaising with the COO and senior legal team to ensure the configuration is fit for purpose;
- Manage the database maintenance and ongoing development of our Salesforce CRM;
- Work with the COO and staff to ensure that the implementation of changes to business processes associated with ICT improvements are well-managed;
- Allocate and order hardware for staff, including replacing outdated equipment on an appropriate schedule;
- Work with COO to deliver continuous improvement and efficiency through training delivery, process improvement, policy updates and technology support;
- Input to EJA's Monitoring and Evaluation project, particularly delivery of appropriate data capture from EJA's CRM, legal practice management system and finance systems;
- Collect, synthesise and analyse data obtained from evaluation tools to prepare interim and final evaluation reports;
- Contribute to the day-to-day running of the organisation, including contributing to responsibilities of other operations staff in their absence.

Selection criteria

Essential

- University qualifications in Information Technology, Law or related experience in a relevant role;
- Experience with various ICT platforms in desktop and cloud environments is essential. Particularly an advanced knowledge of Microsoft's Office365 suite: both online and desktop applications, including Sharepoint;
- Demonstrated ability to work autonomously and to manage competing priorities;
- Flexible, positive attitude with ability to focus on attention to detail as well as strong conceptual thinking skills;
- Understanding of customer relationship management and legal practice management systems;
- Familiarity with technical information, typically gained via prior experience in server and SAAS environments, familiarity with computing processes, technical specifications, awareness of emergent technologies and developments in legal technology;
- Working knowledge of data collection and analysis, and reporting on performance/operation metrics;
- Willingness to operate in a community sector/NFP setting and be office-based;
- Excellent interpersonal skills and a desire to support the team and provide in-person support and training.

Desirable

- Ideally, the incumbent should have experience in a community legal centre or similar NFP or community sector setting or relevant experience in another legal professional environment;
- Actionstep and/or Salesforce experience.

Terms and conditions

Terms and conditions for this role will be negotiated based on the following:

- The position is a 4–5 day a week position, initially on a 12-month contract with a likely extension based on funding; this will be agreed in discussion with the successful candidate.
- The role is based in Melbourne at our office in Carlton and we require someone who is happy to work from the office a minimum of 4 days a week (or 3, if the role is part time) to support other staff.
- Out of hours work is required occasionally.
- EJA is bound by the Victorian Government COVID vaccination mandate and therefore EJA staff members must be fully vaccinated to undertake any work outside the home in Victoria.

Terms and conditions of employment are based on the Community Legal Sector Multi-Business Agreement and Social, Community, Home Care and Disability Services Award with over-award salary and conditions depending on experience. Salary range for full-time work is \$85,060 to \$96,250 plus super depending on experience.

Please note that unfortunately salary sacrificing is not available.

Benefits of working with EJA

You will be an important part of a lean but high-impact organisation. We are proud to offer our staff a supportive workplace with excellent conditions, including:

- Supportive work environment and opportunity to work from home.
- Four weeks of annual leave a year plus an additional three days off (pro rata) over the Christmas period.
- 17.5% annual leave loading.
- Ongoing professional development opportunities.
- Access to our Employee Assistance Program and wellbeing support.
- Secure bike parking and close to public transport as well as countless cafes, restaurants and shops.
- Be part of an organisation that values and celebrates cultural diversity.

How to apply

Interested? Send us a brief application comprising:

- your resume; and
- a statement of no more than 2 pages detailing why you want to work with us and addressing the selection criteria outlined above.

Email your application to recruitment@envirojustice.org.au

Questions? Contact Thea Lange, Chief Operating Officer, on (03) 8341 3116.

Applications close Sunday 8 May 2022 at 11.59pm.

