



POSITION DESCRIPTION

Position Title	ICT Strategy Program Manager
Current Incumbent	None
Department/Function	Finance / ICT
Location	Milton, Support Office
Reports To (<i>Position</i>)	Executive Lead Finance and ICT
Positions Reporting to this Position	TBD
Effective Date (of PD)	23 October 2018

Main Purpose/ Primary Objective	<p>Lutheran Services has a requirement for a manager of strategic ICT projects under the umbrella of an improvement program.</p> <p>This role will provide technical improvement expertise and project / program management skills to engage and lead the delivery of the suite of improvement projects.</p> <p>Additionally, this role will facilitate the development and implementation of Lutheran Service's ICT transformation roadmap, a mid / long term strategy to ensure the organisation's information management future.</p>
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Key Accountabilities/Key Result Area
<ul style="list-style-type: none">• The ICT Strategy Program Manager will assist in the foundation and delivery of Lutheran Services' digital transformation plan. This role will deliver value by developing the specific programs of work to achieve the digital roadmap for organisation's future.• More specifically, there are a number of key organisational ICT priorities which require immediate expertise to deliver, including new development integration projects and networking upgrades.• These run in parallel to leadership of a medium and long term efforts to accommodate the organisation's growth.• This role will require technical foresight to update the organisation's systems and prepare the environment for the following stages of capacity and applications enhancements.• The role will also facilitate organisational development improvements for the ICT function with increased focus on client service delivery and project controls. It is



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planned that this position is a critical driver of these efforts.

- Recommends Information Technology strategies, policies and procedures by evaluating organisation outcomes, analysing objectives by forecasting requirements, preparing a budget, scheduling and expenditure.
- Develop and maintain models of service to support the delivery of consistent high quality client services.

<p>Position Requirements <i>(Knowledge and Experience)</i></p>	<p>Degree in IT systems minimum; with project management credentials desired with Three to five years of operational management or IT consulting experience;</p> <p>In depth knowledge of enterprise IT platforms, service delivery applications, networks and systems integrations.</p> <p>Proven track record of success in improving organisational IT systems and processes.</p> <p>Solid operational experience with the desire to join an organisation that will provide a platform for personal growth and a path to one day lead a function.</p> <p>Strong program management skills, having managed and successfully completed diverse projects on-time on-scope and on-budget.</p> <p>Strong strategic collaborator with presence and the ability to build relationships within an organisation.</p> <p>Ability to work under pressure in a dynamic environment and influence at all levels.</p> <p>Ability to operate both in the weeds as well as at a strategic / macro level.</p> <p>Strong follow-through ability to see projects to completion without significant oversight required</p> <p>Ability to take a concept, internalise it, rally others around it, drive its implementation, and identify ways to continuously improve it</p>
<p>Key Relationships/ Interactions</p>	<ul style="list-style-type: none"> - Exec Lead(s) - ICT functional leads (as peers) - Operational and senior managers - External consultants



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Culture	<p>At Lutheran Services we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:</p> <ul style="list-style-type: none"> ▪ a learning and growing environment ▪ a high achievement orientation ▪ a sharing environment - information, resources, ideas and goodwill ▪ commitment to being the best we can be ▪ humility, fairness and openness in how we go about our work. <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
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Prepared By	<i>Brandon Leong</i>	<i>Date</i> 23 / 10 / 18
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We certify that the content of this position description is accurate:

Incumbent's Signature	<i>N/A</i>	<i>Date</i> / /
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Manager's Signature	<i>Date</i>	/ /
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