Position Description
Project & IT Support Officer

Reports to
- Chief Operating Officer (COO)

Direct Reports:
- None

Award level:
- SCHADS Level 3 or SCHADS level 4, depending on background and experience

Special Provisions:
- Willingness to travel to remote communities (by light aircraft or 4WD).
- Ability to obtain and maintain NDIS Worker Screening clearance.
- Willingness to adhere to MJDF's and/or Government mandated vaccination policies and provide proof of compliance.
- Ability to obtain and maintain an NT class C manual drivers' license.

Summary of the position:

The Project & IT Support Officer is a member of an integrated team and has responsibility for assisting across the organisation (and externally) to plan and manage various projects and provide IT support. This is a diverse role, supporting a range of people and projects and requires someone with exceptional organisational skills and strong time management capability. The types of projects this role might engage in include, but are not limited to, major events (conferences and camps), capital works and new software implementation.

The role may also provide administrative support to the COO around a range of other activities.

Key Responsibilities:

The Project & IT Support Officer is responsible for:
- Developing project plans, budgets and defining resource requirements and roles/responsibilities in consultation with relevant staff
- Coordinating project activities, schedules, assignments and resources
- Identifying and assisting with risks, issues, and changes as they relate to projects
- Preparing and maintaining project documentation, plans, reports, and presentations
- Assisting and advising team members on project procedures and standards
- Ensuring effective communication and maintenance of positive working relationships between people involved in the project
- Ensuring project deliverables are completed on time and within budget
- Coordinating project meetings including collating relevant documents and recording minutes and/or actions
- Providing input to grant applications including seeking quotes and sourcing relevant resourcing, as required.

- Keeping the MJDF Continuous Improvement register up to date.
- General internal IT support including initiating improvement and troubleshooting
- Supporting training and transfer of knowledge within the organisation by maintaining and delivering on a training schedule
- Data analysis and management
- Collaboration with IT contractors

Additional responsibilities at SCHADS level 4:

- Managing project activities, schedules, assignments and resources
- Managing risks, issues, and changes as they relate to projects
- Identify project improvement opportunities and lead the implementation of initiatives to optimise the project
- Support management of the MJDF's IT platform and associated technologies
- Collaboration with IT contractors and overseeing their work

Selection Criteria:

Essential
- Qualifications (or extensive demonstrated experience) in project management with at least three years of practical experience or an equivalent combination of relevant experience and/or training.
- Exceptional time management skills with the ability to effectively prioritise workload, create and maintain workplans and meet deadlines.
- Strong written and verbal communication skills, including the ability to prepare professional correspondence, develop budgets and monitor financial and project progress.
- Demonstrated experience building and maintaining strong collaborative partnerships with a diverse range of people and organisations.
- Demonstrated ability to take initiative, build relationships and drive projects.
- Strong IT skills, particularly with the Microsoft Office suite, with ability to quickly learn new systems and software.
- Demonstrated ability to respond to constructive feedback, adapt practices and work collaboratively with others.
- Strong record keeping skills, attention to detail, problem-solving skills, resourcefulness and a positive attitude.
- Experience understanding budgets/financial reports.
- A commitment to person and family centred practice and working within the MJD Foundation 'Our Way' approach.

Additional Selection Criteria for SCHADS level 4:

- Completion of a relevant degree with at least four years of subsequent relevant experience or an equivalent combination of relevant experience and/or training.
- Proven ability in project management: coordinating, organising, critical thinking and problem solving skills.
- Proven understanding of data and information management and the ability to advise on strategy derived from gathered information.

Desirable
- Experience working in health and/or disability.
- Knowledge and understanding of Aboriginal and Torres Strait Islander people and their communities and cultures from an historical and contemporary perspective.