Position Description

Position title	:	ICT and Digital Systems Lead
Reports to	:	Chief Financial Officer
Employment type	:	Permanent / Full-time (or 0.8FTE)
Location	:	Sydney
Date	:	November 2025
No. of direct reports	:	None

The operating environment

SVA overview
Social Ventures Australia (SVA) is an innovative social impact organisation operating across Australia.

We use our broad outlook, transformational thinking, and trusted voice to lead the charge against inequality in Australia. We were created over 20 years ago to find innovative solutions to entrenched social problems and speed up the rate of positive change.

We think differently, help redesign systems by learning about what works in communities, and work hand-in-hand with passionate partners to take real action and achieve positive social change.

Team overview
SVA's Connect Team provides key enabling and support services to the organisation, including Finance, Marketing, ICT, People and Culture, Legal and Office Support.

Position purpose

Reporting to the CFO, the ICT & Digital Systems Lead is responsible for the management and continual improvement of SVA's technology environment. This standalone role acts as the day-to-day owner of ICT, ensuring systems are secure, reliable and aligned with organisational needs.

The role balances hands-on technical support with vendor and project management, and partners closely with the CFO to plan future ICT priorities, budgets and risk controls. It oversees the performance of outsourced service providers and supports staff adoption of digital tools that enable productivity and collaboration across SVA.

Position responsibilities

Specific responsibilities include:

ICT Operations and Support

- Act as SVA's primary ICT contact and escalation point for system issues.
- Oversee performance of managed service providers (e.g. Infoxchange, Salesforce partners), ensuring SLAs and quality standards are met.
- Provide hands-on support when required, including troubleshooting network, device or access issues.
- Maintain ICT registers, configurations and documentation to ensure accuracy and currency.

Strategy and Planning

- Partner with the CFO to develop an ICT roadmap aligned with organisational strategy and risk appetite.
- Identify and scope technology improvements that enhance efficiency, security and user experience.
- Plan and forecast ICT budgets, licensing and lifecycle replacement schedules.
- Conduct market scans and advise on digital innovation opportunities (e.g. AI tools, automation, data insights).

Governance, Security & Continuity

- Maintain ICT policies, standards and procedures in line with best practice and compliance obligations.
- Lead ICT input into Business Continuity and Crisis Management frameworks.
- Oversee cybersecurity tools, monitoring and user awareness initiatives.
- Ensure regular reviews of system access, backups and disaster recovery testing.

Vendor & Stakeholder Management

- Manage vendor relationships, contracts and performance reviews to ensure value for money.
- Liaise with business units to translate user needs into practical ICT solutions.
- Work collaboratively with the CFO and Finance team on procurement, risk and compliance matters.

Capability & Change Enablement

- Deliver or coordinate training for staff on new technologies and system enhancements.
- Promote digital literacy and the effective use of Microsoft 365, SharePoint and Copilot.
- Support change management for new system implementations or upgrades.

Special requirements

Interstate travel may be required.

Person requirements

To effectively perform this position, the person will require the following:

Knowledge & Experience

- Proven experience managing an ICT environment for a small-to-medium organisation, ideally with outsourced support providers.
- Strong understanding of Microsoft 365, SharePoint, Teams and related cloud technologies.
- Experience managing or administering Salesforce and associated integrations. Including SaaS integrations and configuration of APIs.
- AI & Copilot enablement experience, including with designing and operating automation agents
- Familiarity with financial, HR and expense management systems.
- Understanding of cybersecurity practices and tools (VPNs, MFA, password management, etc.) as well identity and permissions management.
- Demonstrated ability to scope and deliver ICT improvement projects.
- Experience contributing to organisational business continuity planning.

Qualifications

Tertiary qualifications in Information Technology, Business, or a related field (or equivalent experience).

Skills and Attributes

- Hands-on technical aptitude with a strategic, problem-solving mindset.
- Excellent communication skills with the ability to engage both technical and non-technical stakeholders.
- Strong vendor and contract management capability.
- Able to work autonomously, prioritise competing demands and maintain high standards.
- Collaborative, service-oriented and aligned with SVA's values.