

Advertisement – ICT Coordinator



May 2026

Are you ready to make a difference?

Join us as a full-time ICT Coordinator on a fixed term 3-month parental leave contract, where you'll play a vital role in supporting the technology that enables Foodbank Victoria to deliver essential services to communities across the state. This is an onsite, deskside support role, where you'll provide hands-on, reliable Level 1 and 2 ICT support to staff, helping ensure systems, applications and devices operate smoothly so teams can focus on making an impact where it matters most.

Based at our Altona site and reporting into the IT Service Delivery & Security Manager, you'll manage day-to-day ICT user support through the service desk, support core business systems, coordinate ICT vendors and assist with the delivery of ICT projects. As part of this role, you will also be required to travel to other Foodbank Victoria sites when needed, so a valid driver's licence and willingness to drive between locations is essential.

You'll also help build ICT capability across the organisation by deploying tools, providing guidance and delivering practical training. If you're passionate about using your ICT skills to support people working toward a meaningful cause, we'd love to hear from you.

Who is Foodbank?

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for 95 years. We deliver food to people who need it in three different ways: in partnership with our charity partners, through schools and via our regional Community Food Centres.

Across our network of 500 charity partners and 1,015 schools throughout Victoria, we have distributed over 25 million meals in the last 12 months and are currently feeding 69,000 Victorians a day. While supporting our charity and school partners is at the core of what we do, as the state's dedicated emergency food relief organisation, we're also here to assist Victorians through natural disasters, pandemics and the 'invisible disaster' caused by the ongoing cost of living crisis.

The culture we promote:

Our people come for a career and stay for the mission!

You will join an organisation full of passionate and creative people who champion and invest in the vision of helping to fight for a food secure future for all Victorians.

We strive for a diverse and inclusive workforce, fostering a culturally safe and supportive environment where everyone can bring their whole self to work.

Our locations span across metro and regional Victoria including Altona, Brooklyn, Ballarat and Morwell but the warmth of our culture is unified across all sites.

Imagine a future with us:

- Proficient use of an ICT service desk ticketing system to manage user support requests
- Provide Level 1 & 2 user support across Windows and macOS environments
- Provide Level 1 user support for databases and ICT programs used at FBV (e.g. MS GP, Salesforce)
- Manage Active Directory, O365 Exchange and support other network infrastructure, including server backups

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- Provide telephone user support (mobile and fixed line)
- Coordinate ICT service vendors
- Participate in the preparation and delivery of ICT-related projects, leading where appropriate
- Deploy FBV users ICT tools and processes and provide introductory training, demonstrations and one-to-one instruction as required
- Prepare reports from Service Desk Management and other ICT systems
- Assist with general ICT and administration tasks and support the ICT team as directed

Why you're right for us:

- You want to be a part of a brand that's been around for over 95 years, and genuinely share our passion for our vision of healthy food for all.
- Able to live and breathe our values of empowerment, accountability, integrity, respect, diversity and equality.
- Bachelor level degree in ICT or similar relevant qualification and/or experience.
- Previous experience providing user support in Windows environment desirable.
- Experience supporting mobile devices in an ICT network desirable.
- Experience supporting CRM Database (cloud based technology) desirable.
- Information Technology Infrastructure Library experience or certification highly regarded.
- Web development with HTML or other web dev products high regarded.
- Experience using dynamics Suite and Salesforce high regarded.
- Have a valid Victorian driver's license, and willing to drive to other FBV sites when required.

We can offer you:

- Access to salary packaging benefits to increase your take home pay.
- Team member satisfaction rates above 83%.
- An organisation focused on employee wellbeing.
- Supportive team environment that embraces change and innovation.
- Involvement in the charity work we do and volunteer opportunities.

Keen to apply?

- Please review the Position Description and get to know us before you apply.
- Email your application to employment@foodbankvictoria.org.au
- Applications to include an up-to-date resume and cover letter