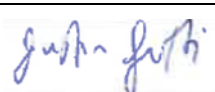


# FOODBANK VICTORIA POSITION DESCRIPTION



<b>POSITION</b>	ICT Coordinator		
<b>DEPARTMENT</b>	Services & Finance		
<b>LOCATION</b>	Altona		
<b>REPORTS TO</b>	IT Service Delivery & Security Manager		
<b>DIRECT REPORTS</b>	N/A		
<b>KEY CONTACTS</b>	ICT Team, All FBV Departments		
<b>AWARD &amp; CLASSIFICATION</b>	SCHADS Level 3		
<b>DATE</b>	May 2026	<b>EXECUTIVE SIGNATURE</b>	

## ROLE PURPOSE

The ICT Coordinator assists the IT Service Delivery & Security Manager in the support and enhancement of ICT related services and processes used by Foodbank Victoria.

## MAJOR ACCOUNTABILITIES

### #1: User Support a Vendor Coordination

- Proficient use of ICT service desk ticketing system to manage ICT user support requests (e.g. ServiceDesk Management).
- Level 1 & 2 user support within a Windows environment and MAC OS.
- Level 1 database user support (MS GP, Salesforce).
- Level 1 user support for ICT programs and applications used and endorsed at FBV.
- Management of AD, O365 Exchange and support for other network infrastructure.
- Maintain backup service for FBV servers.
- Telephone user support (mobile & fixed line).
- Windows environment Admin including AD, Exchange & other network infrastructure.
- ICT Services vendor coordination.
- Participate in preparation and delivery of ICT related projects, leading them where appropriate.
- Deploy FBV users ICT tools and processes providing introductory training & demonstrations when required.

### #2: ICT Literacy

- Upskill FBV ICT users by providing one to one training and instruction.
- Ensure users are educated on any ICT tools deployed.
- Develop and deliver and evaluate ICT training to small groups of staff on ICT applications, software, systems or hardware as appropriate.

### #3: Reporting

- Maintain IT Services Change/Issue Register.
- Complete Inventory & CRM database reporting upon request.
- Develop new Inventory & CRM reports upon request.
- Communicate IT Services related outages and important project milestones to the organisation.
- Provide reports on ServiceDesk Management or other ICT systems.

### #4: Documentation

- Maintain FBV Document Register.
- Document important/new Business Service related process.
- Improve & Maintain IT&T Infrastructure Registers (comms, telephony, comms hardware, laptop hardware, software).
- Identify and deliver process improvement to ensure effective and efficient use of ICT resources and process to support FBV ICT users.
- Adhere to agreed service model for ICT ServiceDesk.

### #5: Projects and Administration

- Assist with general ICT and administration tasks as directed.
- Support ICT team on projects.
- Follow approved process to purchase required ICT hardware including researching desirable solution, obtaining quotes, gaining approval for expenditure.
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### #6: Workplace Health and Safety (WHS)

- Comply with all company policies, procedures, and code of conduct.
- Assist achieving our company vision through meeting our legal, moral, and ethical obligations.
- Ensure WHS policies and processes are adopted across the organisation.
- Encourage continuous improvement in WHS practices by recommending changes and implementing agreed improvements.
- Maintain a safe work environment for yourself, team members, volunteers, visitors, contractors, and other external stakeholders at all times.
- Lead by example and display an active commitment to company policy and WHS compliance.
- Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.
- Ensure the office is clean, safe and conducive to work.

### #7: Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate.
- Willingness to undertake other duties as required.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Demonstrate the Foodbank Victoria values of Empowerment, Accountability, Respect, Integrity, Diversity and Equality in all work activities.

TECHNICAL KNOWLEDGE	PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> <li>• Bachelor level degree in ICT or similar relevant qualification and/or experience.</li> <li>• Previous experience providing user support in Windows environment desirable.</li> <li>• Experience supporting mobile devices in an ICT network desirable.</li> <li>• Experience supporting CRM Database (cloud based technology) desirable.</li> <li>• Information Technology Infrastructure Library experience or certification highly regarded.</li> <li>• Web development with HTML or other web dev products high regarded.</li> <li>• Experience using dynamics Suite and Salesforce high regarded.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Ability to work independently and in a team environment.</li> <li>• Numerical and analytical skills.</li> <li>• Well-developed organisational and time management skills.</li> <li>• Maintains confidentiality</li> <li>• Seeks feedback and responds effectively.</li> <li>• Copes with change effectively</li> <li>• Takes Initiative</li> <li>• Works hard to meet and exceed accountabilities</li> <li>• Is reliable, consistent and fulfils commitments.</li> <li>• Have a valid Victorian driver's license and willingness to drive, when required.</li> </ul>

VALUES	FOUNDATION BEHAVIOURS
<b>Empowerment</b>	
	<ul style="list-style-type: none"> <li>• We develop Team Members and each other.</li> <li>• We challenge the status quo.</li> <li>• We provide the opportunity for ourselves and others to experience the value of our work.</li> <li>• We recognise and celebrate our accomplishments.</li> <li>• I have input and ownership.</li> </ul>
<b>Accountability</b>	
	<ul style="list-style-type: none"> <li>• We encourage excellence.</li> <li>• We encourage continuous improvement &amp; learning.</li> <li>• We ensure performance management consistency.</li> <li>• We accept mistakes and learn from them.</li> <li>• I am accountable for my own performance.</li> <li>• I am part of a team.</li> </ul>
<b>Respect</b>	
	<ul style="list-style-type: none"> <li>• We encourage open, constructive feedback.</li> <li>• We give credit where credit is due.</li> <li>• We are inclusive.</li> <li>• We take the time to listen to each other.</li> <li>• We affirm our people.</li> <li>• We allocate tasks that are fair and reasonable to achieve.</li> </ul>
<b>Integrity</b>	
	<ul style="list-style-type: none"> <li>• We explain our decisions.</li> <li>• We do what we say we will do.</li> <li>• We call out an issue when it is evident.</li> <li>• Equal contribution is rewarded equally.</li> <li>• I lead by example.</li> </ul>

	<ul style="list-style-type: none"> <li>• I am committed to do my best.</li> <li>• I am encouraged to stand up for my beliefs.</li> </ul>
<b>Equality</b>	
	<ul style="list-style-type: none"> <li>• We encourage people to be themselves.</li> <li>• We strive to foster a sense of belonging in our workplace.</li> <li>• We ensure all people we interact with feel welcome, and a part of our family.</li> <li>• We are inclusive with our agencies and partners.</li> <li>• We strive to provide equal opportunity for all – internally and externally.</li> <li>• We call out practices which exclude others.</li> </ul>
<b>Diversity</b>	
	<ul style="list-style-type: none"> <li>• We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners.</li> <li>• We embrace diversity in all our people, their experiences, and points of view.</li> <li>• We value all cultures, backgrounds and genders.</li> <li>• We strive to form a diverse atmosphere for all people to be safe and secure.</li> <li>• By celebrating diversity, we help all people to feel included, safe and secure.</li> <li>• We do not tolerate discrimination.</li> <li>• We recognise and respect differences.</li> </ul>