



POSITION DESCRIPTION

POSITION TITLE	ICT Assistive Technology Officer
DIVISION	Shared Services
DEPARTMENT	ICT
REPORTS TO	ICT Applications Lead

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,500 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Economic security for all
- Wellbeing, social inclusion, empowerment and dignity for all
- Inclusive services and communities
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DEPARTMENT PURPOSE

Comprising Operations, Service Desk, Security, Digital Workplace and Applications Support, and Enterprise and Solutions Architecture design, the ICT department is responsible for all facets of technology infrastructure and related applications for the Brotherhood of St Laurence.

The BSL ICT remit is to not only manage existing systems but to build efficiencies, increase communication & collaboration, rationalise systems & practices and improve the effectiveness of the organisation through improved systems, adoption, and training. This must include ensuring any systems that are put in place are all inclusive and available to all users regardless of specific requirements.

POSITION PURPOSE

The ICT Assistive Technology Officer is responsible for providing support to the applications and digital workplace technologies in place for Assistive Technology (AT) users, as well as participation and review of accessibility features of new applications and digital workplace solutions.

The incumbent is responsible for supporting a nominated portfolio of applications and / or digital workplace technology platforms, cross training peers for backfilling purpose, and covering the support duties for other applications and technology platforms as needed, within Digital Workplace and Applications team.

KEY RESPONSIBILITIES

- Assisting Assistive Technology (AT) users with both software and hardware related issues
- Provide support and advice to staff, developing and implementing systems across BSL
- Liaise with third party systems for procurement of AT licencing and addressing known issues
- Providing ICT advice and training for organisational systems with AT software (including but not limited to JAWS and Dragon)
- Investigating technical issues and assist in addressing problems/working on solutions
- Testing AT resources to ensure that they are compatible/accessible with relevant areas of the organisations IT infrastructure
- Monitor and maintain AT licencing, software, and hardware
- Perform accessibility audits and report on findings
- Develop creative and innovative accessibility solutions that adhere to organization and Web Content Accessibility Guidelines (WCAG).

SCOPE OF RESPONSIBILITY

Direct Reports: Nil

Indirect Reports: Nil

TO BE SUCCESSFUL YOU MUST HAVE

- Comprehensive understanding and knowledge of ICT assistive technology solutions, their functionality and interoperability
- Extensive knowledge of Australian Government legislation and policy on disability, inclusion, and ICT accessibility
- Ability to work in an Agile, fast paced environment
- Experience delivering ICT support and/or experience working in an ICT service desk
- Strong communication skills
- An understanding of helping people with AT needs

- Familiarity with assistive technology software (including but not limited to JAWS and Dragon)
- Knowledge and application of relevant standards (minimum WCAG)
- Previous experience working within the not-for-profit industry desirable.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Mandatory Employment Criteria

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- A Working with Children Check is required for this position. The Brotherhood will facilitate this process