



VIVID

Position Description

TITLE: ICT Systems Analyst

REPORTS TO: Executive Manager Corporate Services (EMCS)

DIVISION: Corporate Services

TIME COMMITMENT: 76 hours per fortnight

DATED: 16 October 2025

POSITION SUMMARY

The ICT Systems Analyst is responsible for:

- Aligning IT strategies with organisational goals and exploring emerging technologies.
- Coordinating IT infrastructure, upgrades, and ensuring system reliability and compliance.
- Analysing and optimising business processes; supporting data-driven decision-making.
- Coordinating system architecture, implementation, and providing ongoing technical support.
- Implementing security frameworks, managing data privacy, and ensuring regulatory compliance.
- Coordinating with IT vendors and internal teams for seamless service delivery.
- Creating training materials, delivering staff training, and maintaining clear documentation.
- Leading IT projects and resources in consultation with EMCS and Vivid's external IT provider.
- Championing AI adoption to enhance efficiency and service delivery, ensuring ethical and strategic alignment

Position Description – ICT Systems Analyst

CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Strategic Planning & Innovation	Performance measures will include (but not be limited to): • Implementing IT strategies aligned with organizational goals in consultation with the EMCS. • Researching and evaluating emerging technologies to improve operations and customer/resident experience. • Advising management on technology solutions to support business growth and care outcomes.
1.2 Systems & Infrastructure Management	Performance measures will include (but not be limited to): • Liaising with External IT provider to coordinate Vivid's IT infrastructure including networks, servers, databases, and system performance across multiple sites. • Coordinating system upgrades, installations, and hardware/software deployments in accordance with Vivid's IT Strategy and external IT provider. • Maintaining warranties, licenses, and vendor contracts. • Ensuring systems are secure, reliable, and compliant with relevant standards in consultation with external IT provider.

Position Description – ICT Systems Analyst

Responsibilities	Performance Measures
1.3 Business & Process Analysis	Performance measures will include (but not be limited to): • Reviewing and assess business processes to identify inefficiencies and recommend improvements. • Gathering and document business and system requirements from stakeholders. • Analysing operational and customer data to support decision-making. • Preparing, in consultation with EMCS and Vivid's external IT provider the functional specifications for systems
1.4 System Design, Implementation & Support	Performance measures will include (but not be limited to): • Designing system architecture and oversee implementation projects in consultation with the ECMS. • Developing tools to streamline business processes utilising Technology 1, SupportAbility and Office 365 applications and other approved software applications • Testing new or modified systems to ensure they meet business needs with key department managers. • Providing internal technical support and troubleshoot system issues in consultation with external IT provider. • Monitoring system performance and suggest ongoing improvements.

Position Description – ICT Systems Analyst

Responsibilities	Performance Measures
1.5 Cybersecurity & Data Governance	Performance measures will include (but not be limited to): • Implementing cybersecurity frameworks and ensure compliance with privacy regulations in consultation with Vivid’s IT provider. • Leading, in consultation with the EMCS, backup and disaster recovery systems. • Monitoring access logs and system activities for risk management. • Maintaining data security and governance across all platforms.
1.6 Vendor & Stakeholder Management	Performance measures will include (but not be limited to): • Coordinating relationships with IT vendors and service providers. • Coordinating cross-functional teams during system implementations and upgrades.
1.7 Training, Documentation & Communication	Performance measures will include (but not be limited to): • Creating user manuals and training materials as required. • Delivering staff training on IT systems and cyber safety as required. • Maintaining clear and accurate system documentation. • Communicating technical concepts to both technical and non-technical audiences.
1.8 Project Management	Performance measures will include (but not be limited to): • Coordinating IT and system-related projects from planning to delivery. • Coordinating timelines, resources, and stakeholder expectations

Position Description – ICT Systems Analyst

Responsibilities	Performance Measures
1.9 Artificial Intelligence Strategy & Development	Performance measures will include (but not be limited to): - Leading the exploration, planning, and implementation of AI technologies in consultation with the EMCS to enhance operational efficiency, decision-making, and service delivery. - Collaborating with stakeholders to identify opportunities for AI integration across business functions, ensuring ethical use, data privacy, and alignment with strategic goals. - Evaluating AI tools and platforms, coordinate pilot projects, and support change management and staff training related to AI adoption
1.10 Other duties as directed	
2. Finance	
2.1 Ensure strict compliance with financial procedures systems.	Performance measures will include (but not be limited to): Compliance with financial procedures including purchasing and payment authorisations, petty cash, reporting and other accountability procedures
2.2 Other duties as directed	
3. Customers	
3.1 Customer journey	Performance measures will include (but not be limited to): Assisting with the regular surveying of clients, parents/ carers, staff and other stakeholders if required.
3.2 Other duties as directed	
4. People	
4.1 Assist and provide support, advice and mentoring to staff as required	Performance measures will include (but not be limited to): - Timely responses to requests for advice and support - Proactive, and not just reactive, support of staff

Position Description – ICT Systems Analyst

Responsibilities	Performance Measures
4.2 Leadership and Values	Performance measures will include (but not be limited to): • Timely responses to requests for advice and support. • Proactive, and not just reactive, support of staff. • Offering advice and support to staff, and strategies for dealing with issues as they arise. • Ensuring lines of communication are open and flowing in all directions. • Promoting the Values of Vivid at every opportunity
4.3 Change management	Performance measures will include (but not be limited to): • Supporting the Executive and Leadership Teams with the implementation of IT and systems related projects including change management processes.
4.4 Other duties as directed	

ADDITIONAL RESPONSIBILITIES

As directed by the CEO.

ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

ORGANISATIONAL RELATIONSHIPS

Reports to: Executive Manager Corporate Services

Supervises: Nil

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

Position Description – ICT Systems Analyst

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The role requires initiative, problem-solving, and the development of strategies to address issues.

Specialist Skills and Knowledge

Demonstrates strong business acumen across operations, compliance, and risk, with a person-centred approach to disability services and sound knowledge of relevant legislation.

Management and Leadership Skills

Proven leader with strong planning, communication, and problem-solving skills. Experienced in staff development, business growth, financial oversight, and adaptable to challenges. Proficient in Microsoft Office and understanding of key business drivers and processes.

Interpersonal Skills

Strong interpersonal and communication skills with the ability to build rapport, foster collaboration, and contribute to a positive, adaptable team culture

Licences and registrations

A current NDIS Worker Screening Check and current Working with Children's Check (if applicable).

A current unrestricted Australian driver's licence.

Desirable

At least 3 years of relevant experience in IT or data analysis.

Bachelor's degree in IT, Computer Science, Data Analytics, or a related field

Experience with Technology One ERP systems would be highly regarded.

Experience in working with people with a disability.

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

Signed:

Position Description – ICT Systems Analyst

##

ICT Systems Analyst

Date: / /

Signed: _____

Kylie Liebmann
Chief Executive Officer

Date: / /