Position Description

Very Special Kids believes that all children and young people have the right to quality of life, no matter how long or short their life may be.

Position Title:	IT Support Analyst
Location:	Malvern
Department	Corporate
Reporting To:	I.T. Manager
Main Purpose of Position:	The IT Support Analyst will assist the IT Team in the upkeep and support of our I.T. systems and applications. This will ensure our Staff have the knowledge and access to systems, data and reports that supports them to work efficiently and effectively.
Number of Direct Reports	None
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	Internal: • Chief Executive Officer • GM Business & Finance • I.T. Team • Family Support Practitioners • Hospice Staff • Fundraising and Marketing Team External: • Donors and supporters (individuals, organisations, groups) • Very Special Kids' families • Bridged IT Support • General public and visitors

Key Selection Criteria	Qualifications/ Education Training and Experience • Tertiary qualifications in IT or commensurate IT support experience • Knowledge of IT use cases in Fundraising, Events and Clinical Management and Patient Administration settings Knowledge and Skills • IT Project and Change Management experience • Strong communication skills with experience in working with diverse teams • Ability to analyse data and compile and present information, reports and correspondence • Ability to develop training materials, learning objectives and train staff on systems • Advanced proficiency in both administering an M365 environment and supporting M365 applications including Co-Pilot • Experience in using Co-Pilot, Powershell, Power Platform and Powerquery to automate or streamline business processes Personal Attributes • Excellent interpersonal and communication skills, both written and verbal, to deliver engaging and effective training sessions engaging with a range of stakeholders • Ability to work well under pressure and be flexible to changing priorities and environment. • Demonstrated high levels of initiative and self-actualisation • Strong values connection with the Very Special Kids values and genuine empathetic regard for people

Key Areas of Responsibility

Systems Training and Development	Key Performance Indicators
• Coordinate and help develop MasterCare training • Deliver onboarding training to new staff on relevant I.T. systems • Ongoing development and maintenance of training resources	• Creation of training plans and Calendar of training activities

IT Systems Support	Key Performance Indicators
• Support staff in their daily use of I.T systems • Create and maintain IT documentation and user guides • Work with VSK's Managed Service Provider to ensure processes and issues are handled effectively and efficiently • Review and develop system practices and processes with operational staff • Troubleshoot computer, printer and AV hardware issues • Provide application support for MasterCare	• Identifiable improvements of staff skills and reduction in ongoing staff queries/incidents • Introduction of new functionality/processes to improve and automate workflow

Quality, Safety, and Improvement

Very Special Kids employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety, and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting, and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position
- Complying with the principles of Child Safe Standards that relate to this position

Conditions of Service

Hours	Fixed Term - Part Time 6months 22.5hours -30hours per week (0.6 or 0.8 EFT) negotiable.
Remuneration and Salary Packaging	$84,500 per annum pro rata plus superannuation Salary packaging available as Not for profit organisation as per Charity, Aged Care and Disability Services - $15,900 + $2,650 (Meal Entertainment) = $18,550
Tenure	Fixed Term – 6months will potential for an ongoing role.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check, a Working with Children Check and evidence of up-to-date COVID vaccination.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals:	
Created by:	IT Manager
Approved by:	General Manager Business & Finance
Date of Last update:	19/10/2026