

Position Description

Position title:	IT Manager
Division:	Corporate Services
Location:	Camberwell I Hybrid
Reports to:	General Manager, Corporate Services
Approved by:	CEO
Date approved:	April 2025
EFT:	Full Time

About us

With over 33,000 members, the Australian Physiotherapy Association (APA) is the peak body representing the interests of Australian physiotherapists and their patients. We are committed to professional excellence and career success for our members, which translates into better patient outcomes and improved health conditions for all Australians.

We advocate strongly for access to quality physiotherapy services, provide leadership in the wider health landscape, create lifelong information and learning opportunities for members, and promote the value of physiotherapy to the broader community.

The APA is proud to have a great working culture that is underpinned by our core values:

- Accountability
- Excellence
- Collaboration
- Courage
- Respect

About the role

The IT Manager is a strategic leader who reports to the General Manager - Corporate Services and leads a team of 4 direct reports, including web developers, a project management officer, and an IT support lead. In this role, they are responsible for setting and delivering the IT strategy to drive organisational success, while ensuring compliance with regulatory requirements and maintaining robust security measures.

The IT Manager achieves these objectives by leveraging internal committees to align technology initiatives with broader organizational goals and by partnering with vendors to enhance service delivery, compliance, and security standards. Operationally, they provide leadership across multiple technology disciplines, overseeing project management, IT support, and placing a particular emphasis on web development and project delivery.

Key responsibilities

- Monitor and continuously improve technology service delivery processes and reporting.
- Manage and lead the Web Development and IT Support teams, ensuring the successful delivery of web projects and adherence to best practices in software development.
- Provide strategic oversight and support to the Project Management Office (PMO) to ensure the successful delivery of IT projects and the seamless execution of ongoing business functions, such as membership renewals.
- Develop & nurture key business relationships with partners, third-party suppliers, vendors, & staff.
- Embrace and promote the organisational culture.
- Manage, negotiate, and coordinate relationships with external IT support partners, including but not limited to Network and Infrastructure, security, and CRM providers.
- Chair and coordinate the internal Change Advisory Group and other relevant IT governance committees, facilitating effective decision-making & alignment with organizational objectives.
- Coordinate and oversee existing and new technology projects, utilizing key partners and internal resources, with a strong emphasis on managing the software development life cycle from inception to deployment.
- Manage IT budgets annually, covering CRM, third-party suppliers, website, telephony, and required capital expenditure.
- Develop, assess, and deliver IT policies and procedures and monitor for compliance.
- Present to the Executive Leadership Team, Audit and Risk Committee, & Board as required.
- Lead the development and implementation of IT strategies aligned with the APA's goals.
- Oversee cybersecurity measures and incident response team & plan.

About you and selection criteria

- Broad and deep technical skills with the capability to identify emerging technology trends.
- Appropriate IT qualifications.
- Proven track record of creating and delivering IT strategies that align with business objectives and enhance member services, through effective collaboration with diverse stakeholders.
- Excellent understanding of IT network infrastructure and security.
- Experience with IT policies and compliance.
- Experience conducting audits internally or with vendors.
- Understanding of best practices in IT security such as NIST and the essential 8.
- Understanding of AI best practices such e.g Australia's 8 AI Ethics Principles.
- A minimum of five years' experience in IT management, with a focus on managing web development teams and project managers.
- Demonstrated ability to chair and lead multiple committees effectively.
- Excellent verbal and written communication skills.
- Previous experience in the delivery of IT projects.
- Experience in managing direct reports and conducting performance reviews.
- Skilled in developing and overseeing large budgets, with a strong track record of forecasting expenses, optimizing costs, and maintaining financial accountability.
- Strong problem-solving skills and a collaborative communication style.
- Excellent knowledge of the Office 365 suite of products.
- A strong customer service work ethic.
- Experience with Amazon Web Services (AWS) as well as Azure, including Entra ID & Intune.
- Ability to multitask and prioritize effectively.
- Experience in vendor management and contract negotiations.

Additional desired skills

- Previous exposure to CRM system design and functionality.
- Understanding of website functionality and security.
- Familiarity with project management methodologies (e.g., Agile, Scrum).
- Knowledge of data privacy regulations and best practices.