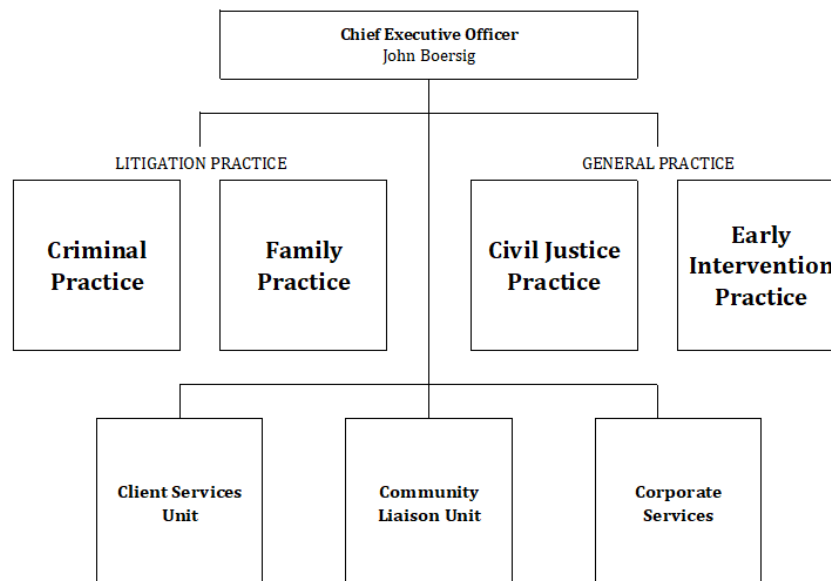| Position Title	Information Systems Manager
Classification	SOGC
Responsible to	Chief Financial Officer
Number of direct reports	Nil
Number of indirect reports	Nil

The Legal Aid Commission (ACT) (Legal Aid)

Legal Aid, established under the *Legal Aid Act 1977,* is dedicated to promoting a just society in the ACT. Its mission is to ensure vulnerable and disadvantaged individuals receive the legal services necessary to protect their rights and interests, enhance community understanding of the law, and advocate for law reform that benefits those in need.

Legal Aid focuses on early legal intervention, particularly for groups such as victims of family violence, children, the elderly, First Nations people, people with disabilities, and culturally diverse communities. Key objectives include:

- ensuring equitable access to legal services and facilitating early resolution of legal issues, with appropriate referrals to support services.
- improving service efficiency and timeliness to assist more people and enhance legal understanding within the community

Further information about Legal Aid can be found at http://www.legalaidact.org.au

2 Allsop Street Canberra City
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DX 5638

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legalaid@legalaidACT.org.au
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ABN 40 848 011 291

Legal Aid Commission (ACT)

Corporate Services
Legal Aid's Corporate Services section encompasses:

- Finance
- Information & Communication Technology
- Facilities Management
- People & Culture
- Records Management

All Legal Aid staff should be aware that they may occasionally encounter sensitive materials in written, verbal, or photographic form as part of their regular duties.

Position Overview
The Information Systems Manager plays a central role in maintaining, supporting, and overseeing Legal Aid's ICT environment. This role is focused on operational stability, contract/vendor oversight, and ensuring staff can rely on systems that are functional, secure, and well-supported.

The role will include but is not limited to:

ICT Management

- Manage and oversee the day-to-day operation of Legal Aid's ICT environment, including support of core systems (Microsoft Dynamics and SharePoint)
- Act as the primary point of contact for staff ICT issues, escalating and coordinating with Legal Aid's IT service provider as required
- Monitor and manage the ICT services contract to ensure value for money, performance against KPIs, and timely resolution of issues
- Ensure consistent system use and data quality, including user guidance, ticket management, and maintenance of manuals/process documentation
- Deliver basic user training and induction support for ICT systems
- Provide regular reporting (operational, performance, and compliance) for Legal Aid's board, funders, and government stakeholders
- Ensure secure system and file management practices are consistently applied across Legal Aid
- Manage stakeholder communication around ICT issues and ensure staff are kept informed of relevant updates
- Identify and recommend opportunities for incremental improvements to ICT systems or processes that can be achieved within budget constraints
- Work within Legal Aid's ICT Strategic Plan framework while prioritising stability and risk management over major new projects

Corporate Responsibilities

- Represent Legal Aid in a professional manner by upholding the ACT Public Service Values
- Contribute to continuous business process improvement and the development of procedures
- Work towards performance objectives and KPIs identified in strategic, operational and individual performance development plans
- Be responsible for applying WHS to daily tasks performed in the workplace, report all matters beyond your authority and take all practical measures to ensure that your workplace is safe and without risk to health or property
- Comply with all Legal Aid ACT policies and procedures
- Perform other duties as directed, consistent with the classification level of the position and in line with competencies

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Position Requirements

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Qualifications
1. Relevant qualifications in information technology/systems and/or substantial ICT management/ support experience

Professional / Technical Skills and Knowledge
1. Demonstrated ability to manage ICT operations in a resource-constrained environment
2. Strong vendor/contract management experience

Behavioural Capabilities
1. Sound organisational skills, including the ability to effectively manage multiple tasks, determine priorities and meet deadlines
2. Sound written and verbal communication skills
3. Initiative, sound judgement and the capacity to respond to requests for assistance while working in a team environment
4. Ability to manage confidential and sensitive information
5. Ability to prioritise self-care for mental health and wellbeing

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