

Position Description

1. POSITION DETAILS:

Position Title	Information Technology (IT) Administration Officer
Location	North Parramatta and remote (work from home)
Status	Part time employee - 18 to 21 hours a week over 3 to 4 days, by agreement with the Chief Operating Officer
Reports to	Reports and is accountable to the Chief Operating Officer
Significant Relationships	The IT Administration Officer will also work closely with: <ul style="list-style-type: none"> • Office and Training Manager • Communications and Administration Officer • Relationships and Content Manager • Office volunteers

2. POSITION PURPOSE:

The IT Administration Officer will play a pivotal role in managing our IT resources efficiently. You will manage and support PeaceWise day to day business systems, networks and technology platforms.

As the Administrator for various corporate software systems, you'll implement security tools and policies to safeguard company information. You will also work closely with both volunteers and external IT providers in maintaining the business systems, network and technology platforms.

You will also support our customers and team by resolving IT problems, assisting with new customer onboarding, and providing guidance on how to use PeaceWise online services and systems.

We're looking for someone who can independently manage IT tasks while ensuring our team's productivity and satisfaction.

You will have strong relationship and communication skills, a servant orientated attitude, and be able to work with minimal supervision. You will need to be highly organised and able to balance competing demands on time.

You must positively represent the Christian values and mission of the organisation and be willing to learn and practice biblical peacemaking in your own relationships.

3. ROLE DESCRIPTION:

- Serving as Administrator for various corporate software systems.
- Monitoring and maintaining networks, servers and software, including;

- web-servers and web-sites,
- cloud-based business applications and technology platforms,
- virtual server environments,
- backup and archiving of data and systems.
- Providing support and resolving IT-related issues for customers, colleagues and volunteers.
- Liaising with volunteers and external contractors that help support PeaceWise IT systems.
- Developing user reports for CRM and technology platforms using software queries and reporting tools.
- Deploying and enforcing security policies and procedures, including creating user accounts, implementing and monitoring access control.
- Documenting systems and processes.
- Keeping up to date with advancements and best practices in IT administration.

6. SKILLS, COMPETENCIES AND EXPERIENCE:

The ideal candidate will possess the following competencies, skills, qualifications and experience:

- A desire to make a difference contributing to the work of a cutting-edge not-for-profit Christian ministry.
- Relevant degree or certifications in IT Administration.
- Ability to learn new systems quickly and an aptitude for multi-tasking.
- Experience and competency in the use and configuration of a variety of cloud-based IT platforms including; websites, networking, and Customer Relationship Management (CRM) systems.
- Desirably familiar with implementing technology such as; WordPress, Zapier, Cloudflare, Azure, Sendgrid, MS Office, Google and Apple phone apps and social media platforms.
- Knowledge and use of help desk software and remote-control tools.
- Excellent troubleshooting skills and attention to detail.
- Excellent communication skills, both oral and written.
- Experience as a service desk agent or IT administrator, and understanding of the Software as a Service technology industry.
- Ability to work independently and maintain customer satisfaction.
- Good time management skills with a capacity to prioritise.
- Strong belief and alignment with the Christian values and mission of PeaceWise

4. ORGANISATIONAL CONTEXT:

PeaceWise's vision is to see vast numbers of people (across the globe) passionately living and sharing Jesus' promise, 'blessed are the peacemakers'.

PeaceWise began in Australia in 2007. In 2022 the founding National Director stepped down to take the role of Founding Director and Wayne Forward took over as PeaceWise's first full-time CEO. This change in leadership is reflective of the larger changes PeaceWise is currently experiencing.

In 2019 PeaceWise undertook a full rebranding to reflect the maturing of the ministry and the growing breath of work being undertaken. Through the rebranding the following 6 sub brands were developed to capture the various ministries of PeaceWise:

PeaceWiseYou	Biblical peacemaking training for adults
PeaceWiseKids / PeaceWiseYouth	Biblical peacemaking training for 4-25 year old's
PeaceWiseUs	Organisational biblical peacemaking training focused on building cultures of peace
PeaceWiseHelp	Providing assistance for current conflicts through conflict coaching and mediation
PeaceWiseVoice	Offers a peacemaking voice of hope and peace into public conversations

In 2021 PeaceWiseKids and PeaceWiseYouth was completed as a full school curriculum. Since the completion of the curriculum PeaceWise has seen very rapid adoption of the curriculum in schools across Australia and we are currently moving internationally. This uptake has corresponded to growth across all ministry arms of PeaceWise resulting in a significant development and reliance on IT systems that have grown quickly.

5. PEACEWISE'S EXPECTATIONS:

All employees of PeaceWise:

- commit, with the help of the Holy Spirit,
 - to walk together in Christian love with others working for PeaceWise
 - to see to support the work of PeaceWise and Christian peacemaking as they are able
 - to address matters of conflict in a biblical and godly manner consistent with the principles for peacemaking that are promoted by PeaceWise; &
 - if it is possible, as far as it depends on them, to live at peace with everyone (Romans 12:18).
- must adhere to the PeaceWise Statement of Faith, and will be committed to being:
 - Supportive of the biblical framework and overall purpose of PeaceWise
 - Active in promoting and modelling Christian values
 - Contributors to a caring and supportive working community
 - Focused on the needs of PeaceWise's clients
 - Facilitators of positive and productive community relationships
 - Focused on developing a culture of excellence
 - Continuously seeking to improve their skills and knowledge base.
- Abide by the policy and procedures of PeaceWise

7. PEACEWISE STATEMENT OF FAITH

This statement reflects a contemporary summary of the central doctrines in the Bible, which are also presented in the historic creeds of the Christian church.

- The Bible is God's unique revelation to people. It is the inspired, infallible Word of God, and the supreme and final authority on all matters upon which it teaches. No other writings are vested with such divine authority.
- There is only one God, creator of heaven and earth, who exists eternally as three persons - Father, Son, and Holy Spirit, each fully God yet each personally distinct from the other.

- All people are created in God's image and matter deeply to Him. Central to the message of the Bible is that God loves people, and invites them to live in communion with Himself and in community with each other.
- Apart from Jesus Christ, all people are spiritually lost and, because of sin, deserve the judgment of God. However, God gives salvation and eternal life to anyone who trusts in Jesus Christ and in His sacrifice on his or her behalf. Salvation cannot be earned through personal goodness or human effort. It is a gift that must be received by humble repentance and faith in Christ and His finished work on the cross.
- Jesus Christ, second Person of the Trinity, was born of the Virgin Mary, lived a sinless human life, willingly took upon Himself all of our sins, died and rose again bodily, and is at the right hand of the Father as our advocate and mediator. Some day, He will return to consummate history and to fulfil the eternal plan of God.
- The Holy Spirit, third Person of the Trinity, convicts the world of sin and draws people to Christ. He also indwells all believers. He is available to empower them to lead Christ-like lives, and gives them spiritual gifts with which to serve the church and reach out to a lost and needy world.
- Death seals the eternal destiny of each person. At the final judgment, unbelievers will be separated from God into condemnation. Believers will be received into God's loving presence and rewarded for their faithfulness to Him in this life.
- All believers are members of the body of Christ, the one true church universal. Spiritual unity is to be expressed among Christians by acceptance and love of one another across ethnic, cultural, socio-economic, national, generational, gender, and denominational lines.
- The local church is a congregation of believers who gather for worship, prayer, instruction, encouragement, mutual accountability, and community with each other. Through it, believers invest time, energy and resources to fulfil the Great Commission — reaching lost people and growing them into fully devoted followers of Christ.