

POSITION STATEMENT

Title:	Contract Administrator and Business Operations	Position no:	7917
Level:	IBA Level 5 (\$89,854 - \$99,621)		
Location:	All IBA Office locations considered except ACT	Term:	Ongoing
Program:	Business Services	Level:	IBA5
Section:	Information Technology		
Context:	<p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respected and connected.</p> <p>The Information Technology section is responsible for the ongoing operations of IBA's ICT services, including strategy and innovation, delivery and management of Cloud, infrastructure and network services and end user services. We have a strong commitment to customer service and are committed to continuously improving IBA's customers' online experience, ensure the IT systems, applications and infrastructure are secure and fit for purpose and to provide all staff with a suite of tools to deliver products and services more efficiently.</p>		
Role:	<p>The Contract Administrator and Business Operations role reports to the Manager, Service Delivery Management.</p> <p>The role is responsible for the administration and reporting of contracts within IBA's ITIL, service delivery environment.</p>		
Duties:	<ul style="list-style-type: none">• Supplier and vendor service performance monitoring, ensuring compliance to contractual responsibilities and identifying improvement opportunities• Operational Service Management including evaluating and reporting against service level agreements• Administration of Capacity Management services including cloud consumption and cost management• Ongoing management of IBA's Software Asset & Configuration Management (SACM) service including hardware and licence management and procurement• Administration of ICT budget in line with procurement activities• Other duties as required		

Required capabilities:

Knowledge and experience:

- Demonstrated experience in contract management within a service based, ITIL environment

Skills and attributes:

- Strong relationship management skills
- Excellent communication and documentation skills
- Good general understanding of IT operations
- Strong contract interpretation skills
- Demonstrated strong organisational skills, including the ability to manage multiple priorities and operate successfully in a challenging environment
- an understanding of the issues affecting Aboriginal and Torres Strait Islander peoples and IBA's role in working with our customers and partners to achieve positive economic and social outcomes.

Prerequisite requirements

- Relevant certifications to support your experience will be beneficial.
- The successful applicant must hold or be willing to undergo a security clearance to the level of Baseline as a condition of employment. To satisfy character requirements applicants must undergo a police records check.

Reference documentation: www.iba.gov.au

- About Us – Our Values
- About Us – Working at IBA
- About Us – News and Publications – Annual Reports

Further enquiries: email: carlie.douglas@iba.gov.au

Applications: email to ibarecruitment@iba.gov.au or
mail to: IBA Recruitment, PO Box 650, Fyshwick ACT 2609

- Application Coversheet
- Resume
- Maximum 800 words detailing how your experience and skills meet the required capabilities of the role

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

Closing date: 15 March 2021