

Position Description

Co-ordinator, Online Communications and IT Support

POSITION DETAILS	
Position Title	Co-ordinator, Online Communications and Information Technology Support
Reports To	CEO
Status	0.8- 1.0 FTE Permanent.
Classification	Social and Community Services Level 5
Date Created	July 2010
POSITION CONTEXT	
About ACSA	<p>The AIDS Council of SA (ACSA) has maintained a leading role in the community response to HIV/AIDS in South Australia for twenty five years. We have a strong commitment to reducing health inequities amongst our communities and preventing the transmission of HIV and STI's.</p> <p>ACSA advocates for strengthening of primary health care services, such as the prevention of disease and the promotion and development of good health. We seek to protect and promote the health of our communities and to address individual and population health problems at an early stage. We promote the empowerment of individuals and communities and their greater involvement in how their health care is developed and delivered, and in how their health and wellbeing is shaped. We promote continuity of care, health promotion and education, integration of prevention with care, and a concern for population as well as individual health.</p> <p>ACSA supports peer based education and has an affirmative action policy for people living with HIV. Affected communities remain integral to the work of ACSA, and this is reflected at all levels across the organisation. Members of the gay, lesbian, bisexual and transgender (GLBT) HIV positive, same sex attracted (SSA) injecting drug use and sex worker communities serve as volunteers, staff, management, Board members and Program Committee members</p>
The Role	<p>This is a new position at ACSA and reflects our desire to reach a broader external audience, enhance internal IT support and to make greater use of new communication technology. ACSA works with unique communities and online content not common in many other organisations.</p>
KEY RESPONSIBILITIES	
<p>The Co-ordinator has five main areas of responsibility</p> <ol style="list-style-type: none">Maintaining, developing and promoting ACSA's internal and external online content, including ACSA websites and intranet<ul style="list-style-type: none">Create and edit new content, including web pages, intranet pages, multimedia content such as graphics, video, audio and slide showsRegularly maintain and add to content to ensure it is current	

- Work collaboratively with ACSA staff in identifying content that is appropriate for online use and ensure that ACSA's online presence reflects the development of ideas and issues across the organisation
 - Keep up to date with new trends in technology and social media and, in collaboration with program staff, integrate into ACSA's online strategy.
 - Set up systems to manage administrative and financial processes online (eg; training registrations, publications, sales and orders)
 - Manage website hosting
 - Establish an e-commerce platform
- 2. Providing desktop design and publishing services** to designated areas of ACSA
- Provide design and desktop publishing services to staff and volunteers in designated ACSA program areas. Such services include assistance with design, layout and editing of newsletters, magazines and flyers.
 - Edit, design and arrange production of publications.
 - Prepare quotations and printing details for publications
- 3. Providing support to internal IT system users** and solving their computing problems in a timely manner as their first point of contact
- Liaising with and supporting external IT service providers when required
 - Maintaining user access
 - monitor equipment for errors or stoppages and take remedial action
 - troubleshoot difficult or unusual situations
 - supporting external IT providers in performing routine back up and maintenance
 - document and review processes and procedures
 - attend relevant product and skill courses
- 4. Leading the development of ACSA's online communications** and being proactive in identifying new communication opportunities. In consultation with the ACSA Leadership Team, the Co-ordinator will develop ACSA's digital engagement strategy. This work includes:
- identifying audience needs, service priorities and effective media for reaching specific audiences
 - tracking feedback and website use and evaluating effectiveness of ACSA's online communications
 - ensuring ACSA's website complies with web accessibility standards
 - identifying and implementing strategies to expand the reach of the website
 - identifying ways to make the full range of ACSA's services available online (eg. training, library, publications, sales, campaigns and information services)
 - developing policies on ethical online communications
- 5. Contribute to the work of ACSA more broadly.** This includes:
- Participating in team meetings, professional development sessions and staff events
 - Contributing to the development of organisational policy and procedures
 - Participating in discussion of current issues and the development of new resources, policies and practice
 - Assisting with and participating in organisational evaluation and planning
 - Contributing to the shared tasks of the organisation including providing back-up for reception,
 - Representing ACSA at events, reference groups and committees
 - Taking responsibility for own administrative tasks, including word processing, photocopying and filing, and contributing to the smooth running of the organisation
 - Other duties as requested

KEY SELECTION CRITERIA

Essential

1. Professional expertise in managing internal and external online content

- a. Excellent computer literacy with ability to use a range of computer programs including , Adobe DreamWeaver, Photoshop, Premier, Flash and experience with html, CSS and JavaScript
- b. Experience in installing, upgrading and maintaining a Microsoft Small Business Server, client computers, the relevant applications and other software
- c. Demonstrated experience in website design and development and content management, including understanding of web accessibility issues and of website architecture, navigation and usability issues
- d. Familiarity with interactive web-based technologies including social media and “Web 2.0” platforms
- e. Experience developing and maintaining Web hosting solutions
- f. Experience with online database/intranet planning and development
- g. Experience in developing and maintaining e-commerce platforms

2. Experience in desktop design and publishing services

- a. Excellent desk-top publishing, graphic design and word processing skills, including competence in the use of relevant software such as the Adobe Creative Suite
- b. Ability to evaluate, select and direct external vendors as needed; and executing all activities within approved publishing budgets.

3. IT Support

- a. Experience in managing different levels of access privileges
- b. Experience in managing an MS small business network and server
- c. Experience in troubleshooting client computers, attached printers and other devices

4. Leading the development of ACSA’s online communications strategies

- a. Experience in strategic planning and IT project initiation
- b. Experience in monitoring best practices and protocols for long-term functionality and audience growth for online strategies

5. Personal attributes

- a. Sound understanding of, demonstrated sensitivity towards and willingness to work with, gay and same sex attracted men, people living with HIV/AIDS, the GLBT community, sex workers, people who inject drugs and their sub cultures.
- b. Demonstrated ability to work effectively as part of a number of multi-disciplinary, collaborative teams, as well as the ability to work independently with minimal supervision
- c. Excellent interpersonal skills, including demonstrated history of maintaining and fostering professional, harmonious working relationships.
- d. Ability to write clearly and concisely.
- e. Sound verbal communication skills with both individuals and groups.
- f. Passion and respectful curiosity.


Desirable

- Tertiary qualifications in an appropriate discipline
- A current driver's licence.

Terms and conditions

- This position is full time: 37.5 hours per week.
- Full time salary range is \$47919-\$50674 pa
- Due to our status as a Public Benevolent Institution, we are able to offer eligible employees up to \$ 16,050 of their salary tax-free without paying Fringe Benefits Tax (FBT), as well as other tax free benefits. For full details of salary packaging, see <https://www.epacsalarysolutions.com/public/SalaryPackagingEmployees.aspx>
- Conditions of employment: ACSA's "Terms and Conditions of Employment", "Enterprise Bargaining Agreement 2007", "SACS Award" and current "Procedures and Policies".
- This position is subject to a six month probation period.

APPROVED: 19 July 2010

Chief Executive Officer	Shane Dinnison	Signature 	
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