ROLE PURPOSE

The **Fred Hollows** Foundation

Role Title: End User Computing Analyst (EUCA)	**Division:** Business Operations	**Location:** Sydney	**Date:** March 2024
Employment type: Full time, Permanent with flexible work arrangement	**Reports to:** Global Technology Services Manager	**Number of direct reports:** None	**Leadership Band:** Leads self

Purpose of the role:

Reporting to the Global Technology Services Manager, the End User Computing Analyst (EUCA) is accountable for providing support for effective day-to-day operation of End User Computing, working closely with vendors and the broader technology team to ensure efficient support is provided to The Foundation in a compliant manner. The EUCA will analyse data and lead activities, ensuring repetitive issues are addressed and processes are documented, simplified, streamlined, and automated.

The End User Computing Analyst will own the outcomes of:

1. **Operations:** Analyse data/information, lead/coordinate efforts to continually simplify and automate operational processes/activities to improve quality of staff experience
2. **Global Standard:** Work closely with office management technology architecture and end-users to ensure global standards for desktop environment, office IT equipment and service match requirements and are followed consistently.
3. **Standard Operating Environment (SOE)** Compliance across all end user technology systems in Australia and the countries we work in.
4. **Innovation:** Leverage technology at every opportunity to improve staff experience and simplify complex activities
5. **Risk & IT Security:**
   - Perform ongoing security reviews of the end user technology environment including Active Directory (AD) user access reviews
   - Monitor of existing controls and work with vendors and internal stakeholders to ensure ongoing compliance
   - Ensure that suitable device security standards are consistently applied and maintained by working alongside the global service desk.
6. **Global Collaboration technology:** Support the design, provision and administration of suitable services worldwide to maintain effective and secure knowledge management, collaboration, and productivity systems.
7. **Technology Champion**: provide user guides and training material to facilitate use of technology services; and act as a technology advisor helping the business get the most from technology.
8. Other tasks as requested by your manager.

Our Capabilities:

As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.

Essential Experience:

- 3-4 years of experience in a similar role working for a global organisation
- Developing, testing, and rolling out of technology (End User Computing) solutions
- Proven experience in simplifying complex processes
- Managing vendors on a daily basis
- Supporting technology projects.
- Managing purchasing and IT assets.
- Administration of complex systems

Essential Skills:

- Excellent communication and documentation skills
- Proficiency in Microsoft Office 364 suite
- Proficiency in Microsoft Intune and mobile device management (MDM)
- Strong understanding of cloud computing concepts
- Understanding of Azure Active Directory and its integration with intune
- Experience in PowerShell scripting for automation and administration tasks
- Excellent problem solving and analytical skills
- Excellent stakeholder management and collaboration skills
- Strong exposure to IT Risk and Compliance
- Strong planning and organizational skills
- Demonstrated interpersonal skills and ability to build cooperative relationships
- Exceptional customer service skills

Desirable Experience:

- ITIL experience
- Process mapping experience
- Exposure to lean methodologies
- Design and implementation of technology systems
- Experience training or inducting staff
- Experience implementing security controls
- Project Management

Qualifications:

Relevant IT technical qualifications.

Travel:

n/a

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

The position involves:

This position is recognised as having "Contact with Children" either direct or indirect

This position does not involve "Working with Children" either direct or indirect.

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

To work in The Foundation, you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children