

## Position Description

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|------------------------|--------------------------------|
| <b>Position Title:</b> | IT Systems Manager             |
| <b>Business Group:</b> | ASQ Corporate Services Pty Ltd |
| <b>Department:</b>     | Information Technology (IT)    |
| <b>Reports to:</b>     | Managing Director              |
| <b>Classification:</b> | Award Free                     |

## Company Overview

ASQ is a locally owned, family-operated business, servicing Central Victoria since 1970. ASQ has five divisions: ASQ Allstone Quarries, ASQ Premix Concrete, ASQ Garden & Landscape, ASQ Assets and ASQ Corporate Services. This diversity enables ASQ to provide products, expertise and solutions for a wide range of domestic, commercial and industrial projects, both locally and throughout Victoria, and requires a varied range of skilled, capable employees, committed to ensuring the high standard of service ASQ provides to local communities.

The ASQ Corporate Services division brings together key business support functions, including Contract & Trade Sales, Finance, IT, HR, Business Processes, and Safety. These teams work collaboratively to provide strategic and operational support across the organisation, enabling the business to deliver on its goals effectively and efficiently.

## Primary Purpose of the Position

Reporting directly to the Managing Director, the IT Systems Manager independently oversees the entire IT function and serves as the primary point of contact for all IT-related queries and support. This role is fully responsible for ensuring the secure, effective, and strategic operation of ASQ's computer systems, applications, hardware, and software, while consistently meeting compliance requirements, budget constraints, and project deadlines. This role combines technical expertise with leadership to maintain systems, optimise processes, and align IT initiatives with business objectives. The IT Systems Manager is responsible for the implementation and maintenance of ASQ's information technology and data strategy.

## Key Responsibilities

### 1. Compliance with the ASQ Document Management System [Operational and Workplace Health, Safety and Environment (WHSE)]:

- Adhering to all ASQ policies and procedures.
- Ensure all operations comply with the company's environmental objectives.

### 2. Accountabilities:

#### Hardware Management

- Own the hardware asset registry across all teams and sites.
- Standardise hardware procurement, lifecycle and replacement.

#### IT Support & Service Delivery

- Deliver end-to-end IT support, from helpdesk services to backend infrastructure.
- Create, review and enforce ICT policies and procedures.
- Provide system training for managers as required.
- Develop and maintain internal support guides, FAQs, and documentation.

#### Network & Site Infrastructure

- Deliver reliable network across all sites.
- Oversee physical and virtual security systems.
- Ensure technology reliability across all sites (including projectors, screens, computers, EFTPOS, phone systems, etc.)

#### Access Control and Security Governance

- Implement role-based access control across all platforms.
- Conduct regular access and security audits.
- Ensure strong password management and multi-factor authentication (MFA/2FA).
- Maintain Microsoft and Azure directory structures and permissions.

#### Systems Integration & Process Automation

- Ensure all systems synchronisations are correct and audited.
- Automate provisioning, de-provisioning and role changes.
- Collaborate with project teams and vendors to enhance system reliability and customisation.

#### Data Integrity, Backups & Disaster Recovery

- Maintain backup solutions for all platforms, databases and websites.
- Develop and update disaster recovery plans.

#### IP Protection & Resource Security

- Protect IP and sensitive resources.
- Monitor and maintain detailed access logs.
- Ensure clear protocols for internal and external resource sharing are followed.

#### Cyber Security & Threat Prevention

- Monitor, detect and respond to cyber threats.
- Maintain organisation-wide security controls and policies.
- Maintain endpoint protection, patching, and vulnerability management.
- Run phishing simulations and staff security training.

#### Vendor and Stakeholder Engagement

- Build long term relationships with IT suppliers and service providers.
- Manage vendor negotiations and contracts effectively.

### **3. Direction, management and autonomy**

- Manage the planning, control and evaluation of IT operations.
- Operate with a high level of competence and accountability in all aspects of IT management.
- Autonomously undertake duties of critical nature.
- Work collaboratively with the Senior Management Team & external IT stakeholders but operate independently in day-to-day decision making.

## **Key Selection Criteria**

1. 5+ years' experience in an IT Manager or similar senior IT role.
2. A systems thinker who loves creating structure, clarity and reliability in ambiguous environments.
3. A hands-on leader with people management skills, who can build, lean, repeatable systems and process for success.
4. Demonstrated experience in managing change during IT implementations or upgrades.
5. Ability to self-motivate in a role with autonomy
6. Comfortable handling tasks from end user helpdesk to infrastructure configuration
7. Strong vendor management and negotiation skills
8. Flexibility to travel between all ASQ sites
9. Technical Skills & Experience

Mandatory:

- Hands-on experience with Microsoft technologies including Azure AD, Microsoft 365, Azure, Intune and Exchange
- Microsoft Server & Client experience
- Cybersecurity experience preferably with CrowdStrike
- Hyper-V Knowledge
- Network management experience

**Optional/ Desired Technical Experience:**

- MSSQL experience
- NetSuite experience
- C# development knowledge/understanding
- Experience integrating with various APIs
- Experience with Cisco Meraki product stack
- Project management experience

**Education, Certification and Licenses required:**

10. Valid driver's license

**Personal skills/ attributed required:**

11. Safety-conscious
12. Strong work ethic
13. Fit for work, according to the position
14. Excellent knowledge of technical management and information analysis
15. Excellent understanding of computer hardware and software systems
16. Expertise in data center management and data governance
17. Proficient at analysing and applying information
18. Strong attention to detail
19. Communicate complex technical concepts clearly to stakeholders.
20. Highly developed interpersonal, communication, negotiation and conflict resolution skills
21. Excellent organisational, problem-solving, time management, and customer service skills
22. Demonstrated ability to contribute to a team in a professional and collaborative manner
23. Ability to work under pressure and meet deadlines

**Key contacts**

- Managing Director
- Operations Manager
- Commercial Manager
- Site Managers /Supervisors
- Other ASQ management and workers
- Suppliers/ Vendors

*We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.*