



SAHMRI, PO Box 11060, Adelaide, SA 5001
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Information Technology and Support Officer [ITS]

Position Description

Status: 0.8FTE	Location: Adelaide, SAHMRI Building
Reports to: Chief Operations Officer	Direct reports: Nil

Background and Context

The Maggie Beer Foundation (Foundation) is committed to its vision of a future in which all older people in Australia eat good food each day. The Foundation was established by Maggie Beer AO in 2014 and is a registered not-for-profit.

Our team works across Australia to promote access to good food that supports health, dignity, connection and wellbeing. In collaboration with older people, carers, aged care teams, clinicians, researchers and foodies, we work to improve the food experience and, with it, the quality of life for current and future generations of older people wherever they live.

Position purpose

The Information Technology and Support Officer is responsible for designing, building, connecting and continuously improving the Foundation's technology ecosystem. This is a hands-on, systems-thinking role: designing how platforms and data should fit together and then configure, fix, automate and maintain them.

The role holder is genuinely curious about technology and motivated by finding smarter, more efficient ways of working. They will take ownership of core operational platforms — including Airtable, the CRM, and LearnWorlds the Learning Management System (LMS) — and manage the organisation's website and social media platform capability, ensuring all systems are reliable, well-integrated, secure and aligned with organisational goals.

Across all areas, the role will work with internal teams, external developers and other suppliers as required. The balance of work will shift over the three-year grant, from significant system development and implementation in the early stages towards system administration, data management, continuous improvement, user support and new technology projects as programs develop.



Essential Functions of the Position

Key Responsibilities

Technology Architecture & Systems Integration

- Design and maintain a coherent architecture across the organisation's core platforms, ensuring data flows cleanly between systems and duplication of effort is minimised.
- Evaluate, recommend and implement new tools and integrations that improve efficiency, scalability and data integrity.
- Build and maintain automations and workflows (e.g. via Airtable) that remove manual, repetitive tasks.
- Document system architecture, data structures and processes so knowledge is not siloed.

Platforms and administration – Airtable, Professional Community, CRM & LMS

- Act as the organisation's administrator and 'support' for platforms: building and refining bases, tables, views, automations and interfaces to support teams across the organisation.
- Support the development and implementation of digital systems — including the application/selection process for the new Trainer Mentor Program and Community Meals Program portal (with the Project Lead and external developers), testing and transition, associated workflows/reporting/integrations, and ongoing maintenance once live.
- Own the CRM: configuration, data quality, user permissions, reporting, and ongoing improvement of how the organisation tracks relationships, pipelines and engagement.
- Manage external datasets — establishing systems to receive, clean, integrate and maintain this data over time (including quarterly updates), linking it to Foundation program and participation records, and developing reporting/dashboards to support program monitoring, impact assessment and targeted communications, while maintaining data integrity across the organisation's systems.
- Administer the Learning Management System (LMS) — including course/content setup, user access, troubleshooting, and reporting on learner engagement and completion.
- Provide first-line troubleshooting and support to staff using these platforms, escalating to external contractors where required.

Website and Social Media Platform management

- Manage the technical upkeep of the organisation's website, including updates, plugins/integrations, uptime, security patching, backups and performance.
- Manage the technical/platform capacity for social media channels — scheduling tools, analytics integrations, access management and troubleshooting — working alongside marketing/PR/communications staff who create content.
- Ensure the website and social platforms are integrated with the CRM and other systems where relevant (e.g. lead capture, sign-ups, tracking).

Continuous Improvement & Technology Capability

- Proactively identify opportunities to grow the organisation's overall technology capability and digital maturity.
- Provide technology support for education and training activities — including systems for planning, administering and delivering Hubs (virtual short courses), technical support for webinars (approx. twice yearly), troubleshooting online delivery issues, and supporting staff to use relevant platforms effectively.
- Contribute to ongoing development of digital learning and Professional Community platforms — including improvements and user experience, integrating workflows across LearnWorlds, the Professional Community and other systems, developing the resources page, supporting engagement reporting/analytics, and implementing practical improvements as needs evolve.



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- Stay current with emerging tools, platforms and practices relevant to the organisation's needs, and bring recommendations forward.
- Support a culture of efficiency by training and upskilling staff in the effective use of core systems.
- Monitor system performance and costs, recommending consolidation or upgrades where they will improve value or capability.

Data and Analytics for Program Insight and Targeted Engagement

- Capture, organise and maintain analytics across the organisation's platforms to enable meaningful use of data in decision-making.
- Build datasets and reporting tools that allow the organisation to understand changes over time, assess program reach and impact, and identify priority groups within the community.
- Integrate external data sources with Airtable (or similar platforms) to link them accurately against the Foundation's program and participation records, ensuring consistent, reliable data across systems.
- Use these insights to support targeted communications, marketing and recruitment activities, ensuring outreach efforts are well-informed, efficient and aligned with organisational goals.

Governance, Security and Data Integrity

- Maintain appropriate access controls, permissions and data security practices across all platforms.
- Ensure data handled across systems (Airtable, PC, CRM, LMS, website) complies with relevant privacy obligations and organisational policy.
- Maintain backups, disaster recovery processes and contractor/licence records for all managed platforms.
- Escalate decisions with significant financial, operational or reputational implications.
- Maintain accurate and timely records and support the integrity of program data and reporting.

Working Relationships

The IT Officer works closely with:

- Chief Operations Officer — strategic direction, oversight of website, socials and core platforms, escalations and support
- Training Team Leader and external developers — on the design, development and implementation of TMP V2.0 that includes LMS, PC, Hubs, Webinars and CMP.
- Staff across the Foundation — providing system support, training and troubleshooting for core platforms (Airtable, CRM, LMS, website, social media)
- Marketing/Communications staff — on website functionality and social media platform capability
- Software vendors and platform providers — for Airtable, CRM, LearnWorlds (LMS), website and other core systems
- Chef Trainers and Training Team — supporting technology for Hubs, webinars and other education and Professional Community activities.



Selection and Person Specification

Educational/Vocational Qualifications

- Relevant qualifications or experience in a full suite of IT applications, including CRM, LMS, AI.

Knowledge, Skills, and Experience Requirements

Essential

- Demonstrated experience configuring and administering platforms such as Airtable, a CRM (e.g. HubSpot, Salesforce, Zoho or similar), and a Learning Management System.
- Experience managing or supporting a website (CMS platforms such as WordPress, Squarespace, Webflow or similar) and social media management/scheduling tools.
- Strong systems-thinking ability — comfortable mapping how data and processes should connect across multiple platforms.
- Practical, hands-on troubleshooting skills (“mechanic” mindset) and comfort learning new tools independently.
- A genuine interest in improving organisational efficiency through technology, with a track record of driving process improvements.
- Strong communication skills, able to translate technical concepts for non-technical staff and provide user-friendly support/training.

Desirable

- Advanced Airtable skills (automations, linked records, dashboards) paired with first-line support across the team's broader tech stack.
- Strong logistics/coordination instincts — scheduling, resourcing, and calm problem-solving when plans change last-minute.
- A leadership style: leading by removing blockers and supporting the team.
- Process-minded documentation habits (SOPs) so systems and logistics don't depend on one person to run smoothly.

Other Requirements

- Available to respond to occasional urgent system issues outside standard hours

Personal Abilities/Attitudes

Teamwork – Ability to work collegially and to work in virtual team environments

Communication – Excellent written and verbal communication

Reliability - High level of attention to detail

Time Management – Use initiative to prioritise and manage competing timeframes



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What success looks like

A successful ITS Officer will:

- Deliver reliable, well-integrated systems that staff trust and use
- Implement TMP V2.0 digital systems on time, working closely with the Project Lead and developers
- Establish robust processes to receive, clean and maintain external datasets
- Turn data into reporting and dashboards that inform decision-making
- Identify and resolve technical issues early, minimising disruption
- Proactively improve efficiency and the organisation's technology capability
- Support staff to confidently use core platforms through clear guidance and troubleshooting
- Maintain data integrity and security as systems and needs grow.

READ, UNDERSTOOD AND ACKNOWLEDGED BY INCUMBENT

Name: _____ Signature: _____

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