

# Position Description



**Position:** IT and Project Administration Coordinator  
**Classification Code:** ASO4  
**Division:** Information Services Division

## POSITION DESCRIPTION

### Summary of Role:

The IT and Project Administration Coordinator is responsible for delivering a broad range of administrative, coordination and support services that contribute to the efficient and effective operation of the Information Services Division. Providing support to the Information Services division with communications, meeting coordination, invoice processing, and workflow management to ensure the smooth operation of technology services to Legal Services. The role will provide oversight and coordination of small enhancement projects within the Information Services division whilst ensuring reporting and documentation compliance.

Responsibilities also include administration of records for Information Services including support of the development and management of contracts and licensing registers and hardware and software asset management; as well as providing assistance to the Service Desk through the delivery of services to end users.

**Reports to:** Chief Information Officer

### Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

### Key Responsibilities and Duties:

- Support the development and management of contract, licencing and asset registers, reports and documentation to ensure effective governance and accountability within the Information Services Division.

- Provide project oversight and coordination of small enhancements within the Information Services Division, this includes tracking deliverables and ensuring that all activities are undertaken within the scope and timeframe required.
- Provide support and assistance to Legal Services' Service Desk in times of low coverage by delivering support services to end users across the organisation, triaging and escalating issues as required.
- Deliver IT change management within Information Services, coordinating approvals, and providing logistical support to ensure change management is delivered effectively.
- Provide accurate and compliant procurement, administrative and financial support services in accordance with relevant policies, procedures and standards including invoice processing.
- Maintain records through updates to relevant systems to ensure data integrity, accuracy and accessibility in line with departmental information and records management standards.
- Act as convenor for planning and coordinating groups as required which include Continuous Professional Development sessions, internal meetings and inter agency key meetings.
- Contribute to the continuous improvement of the efficiency of the division by continually reviewing, developing and, where appropriate, implementing new systems and procedures by identifying, analysing and researching risks.
- Undertake all functions associated with the efficient day-to-day administration of the Information Services team and area including oversight of the section equipment and consumables.
- Deliver high-quality administrative support for operational and project delivery team operations, including diary management, meeting and workshop coordination, agenda preparation, minute taking and event logistics.
- Maintain and communicate critical dates to the appropriate Information Services staff to ensure that they are dealt with in a timely manner.
- Build and maintain positive working relationships with internal and external stakeholders through professional, collaborative, and inclusive communication that supports the successful delivery of operational technology capability.
- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- Actively participate and contribute to responsible and safe work practices by complying with WHS legislation, policies and procedures.
- Embrace diversity and cultural differences in the workplace by displaying respectful behaviour in the workplace.

## **PERSON SPECIFICATION**

### **ESSENTIAL REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- Not applicable

#### **Personal Abilities/Aptitudes/Skills:**

- Highly developed oral and written communication skills, with the ability to prepare clear, accurate, and concise documentation and convey information effectively to a diverse range of internal and external stakeholders and vendors.

- Demonstrated ability in working effectively under limited direction, exercise initiative and sound judgement where procedures are not clearly defined, prioritise workloads, work effectively under pressure and meet deadlines.
- Ability to identify operational or strategic issues and deliver effective, solution-oriented outcomes.
- Ability to learn technology terms, including the ability to communicate where basic technology specific communication is required to technical and non-technical stakeholders.
- Ability to assist with the coordination and allocation of resources to ensure the information services team have access to appropriate tools, equipment, and logistical support to meet operational objectives.
- Demonstrated ability to manage competing priorities, meet deadlines, maintain attention to detail, and exercise initiative and sound judgment to achieve quality outcomes within required timeframes.
- Demonstrated ability to coordinate and oversee small enhancement projects.

**Experience:**

- Proven experience in providing a confidential and professional administrative support service to senior staff.
- Proven experience in minute taking and preparing agendas.
- Proven experience in establishing and maintaining effective office systems and procedures including financial administration.
- Experience administering registers of information.
- Experience in working with a technology-based team environment.
- Strong capability in using digital platforms, information management systems, and collaborative technologies, with the ability to quickly learn and adapt to new tools that support project and administrative functions.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

**Knowledge:**

- IT service management and project management frameworks
- Well-developed knowledge of administrative processes, systems and records management practices relevant to working in a technological environment.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

**Position Description Approval**

Approved by:

Signed by:  
  
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**Delegate**

26 May 2026

**Date**