

## Position Description

### Samaritan's Purse Australia

Position Title: IT Manager, Australia

Reporting to: IT Director, International office IHQ and Managing Officer

Authorised by: IT Director, IHQ (17 December 2025)

Location: National Office – Kings Park, Sydney

#### Christian Purpose and Expectations

All employees will proclaim the Gospel of Jesus Christ in word and deed through their employment and witness for Christ in the community to further Samaritan's Purse mission. All employees are called, accountable, and responsible to live out a Christian witness in the workplace and community for the glory of the Lord, the Christian reputation of the ministry, and to further the eternal Kingdom mission.

#### Role Purpose

The IT Manager provides hands-on leadership for all aspects of technology operations within our Sydney Australia office. In alignment with the global IT strategy set by our International Headquarters (IHQ), this role ensures that local systems, data, and digital tools function reliably and securely to support our mission of **sharing the Gospel of Jesus Christ through compassionate relief and development work**.

The IT Manager is responsible for **executing IHQ's IT direction**, ensuring **excellent local implementation**, and **mentoring the IT team** to deliver dependable, mission-focused service. This position requires a balance of technical expertise, servant leadership, and collaborative partnership with ministry and operations teams.

#### DISTINCT OBJECTIVES

1. Proclaim the Gospel - Exalt Christ and share the Gospel while working in His Name around the world.
2. Serve with Excellence - Exceed the world's standard while serving the purposes of God's kingdom
3. Respond with Compassionate Action - Expedite our response to needs as the Lord reveals opportunities to minister.
4. Demonstrate Biblical Integrity - Exhibit character and integrity personally, at home and work.
5. Walk in Bold Faith - Expect God to do the impossible – "God Room."

## Key Responsibilities

1. Maintains a personal, active relationship with Jesus Christ and is a consistent witness for Jesus Christ.
2. Manage and maintain the Australian office's IT infrastructure, including networks, servers, communications systems, and end-user support.
3. Implement and enforce IHQ's IT policies, cybersecurity standards, and data protection requirements.
4. Execute global and regional IT initiatives, adapting to local operational realities while maintaining alignment with IHQ strategy.
5. Ensure systems and applications are reliable, secure, and responsive to the needs of staff and ministry programs.
6. Oversee relationships with local vendors and service providers for IT support and procurement.
7. Oversee local components of donor management and fundraising systems, ensuring accurate data capture and reporting.
8. Work closely with the Donor Relations and Finance teams to maintain data integrity, confidentiality, and compliance with stewardship standards.
9. Support Innkeeper platform as directed by IHQ, ensuring consistent practices across systems.
10. Promote and enforce good data management principles, including accuracy, security, and responsible use of donor information.
11. Partner with all ministry areas to ensure technology supports ministry effectiveness and accountability.
12. Facilitate technology solutions that improve coordination, reporting, and communication across departments.
13. Provide technical guidance and training to non-technical staff, ensuring they can use systems effectively in ministry and operations.
14. Serve as a bridge between IHQ IT and local teams, clearly communicating needs, updates, and implementation progress.
15. Ensure IT readiness and resilience in times of disaster response, including systems continuity, field communications, and data coordination.
16. Support rapid deployment of IT tools and resources to aid field teams during emergencies.
17. Collaborate with IHQ and regional response teams to maintain secure, efficient technology under crisis conditions.
18. Supervise and develop local IT staff, nurturing both technical skill and spiritual maturity.
19. Model servant leadership and Christ-centred integrity in all interactions.
20. Encourage a culture of teamwork, learning, and stewardship within the IT department.
21. Ensure thorough documentation and sustainable knowledge sharing across IT processes.
22. Follows policies and procedures of Samaritan's Purse as set forth in the Policy Manual.
23. Attends daily morning devotions and participates in leading devotions as requested as well as prayer support for the ministry, donors, and volunteers.
24. Maintains a strong Christian witness to colleagues, vendors, charitable beneficiaries, and the general public.
25. Reflects Godly character by conducting activities in a manner consistent with the Mission Statement, Statement of Faith, Christian Code of Conduct, Statement of Fidelity to the Holy Scriptures and Distinct Objectives.
26. Other duties may be assigned that are not specifically identified within the content of the job description.

## Works with

- Managing Officer, SP and BGEA
- IT Director, International office IT (IHQ)
- Senior Management Team
- Directly supervises at least 3 non-supervisory employees. Carries out supervisory responsibilities in accordance with Samaritan's Purse policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- This position requires international travel of approximately 14 days/year.

## Competencies

To perform this job successfully, an individual must maintain a personal relationship with and be a consistent witness for Jesus Christ, as well as able to perform each essential duty satisfactorily. The requirements listed below are representative of the qualifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### COMPETENCIES

1. Drives Results
2. Manages Time Well
3. Collaborates
4. Communicates Effectively
5. Builds Trust
6. Makes Quality Decisions
7. Instils Trust
8. Directs Work
9. Manages Conflict
10. Shepherds Individuals
11. Drives Vision and Purpose
12. Builds Effective Teams

## Qualifications and Experience

1. Comprehensive knowledge of international IT ministry systems.
2. Comprehensive knowledge of one reporting query language such as SQL, R and Python.
3. Comprehensive knowledge of project management tools and skillsets
4. Strong working knowledge of networks, infrastructure, and cloud-based systems (Microsoft 365, Azure AD, Windows Server, etc.).
5. Familiarity with CRM or donor management systems and data integration practices.
6. Solid understanding of IT security, compliance, and data privacy best practices.

7. Experience with technology in field and emergency response settings is a plus.
8. Strong ability to communicate effectively with ministry teams and technical personnel in high-stress situations.
9. Strong ability to effectively present information to and respond to questions from executive staff, management and business users

**EDUCATION AND/OR EXPERIENCE**

Bachelor's degree in computer science or related field of study and fifteen (15) or more years of related experience and/or training; or equivalent combination of experience and education. At least five (5) years of experience managing teams. Twelve credit hours of college-level Biblical studies strongly preferred.