

## IT Lead (Volunteer)

### About Rotary South Pacific

Rotary South Pacific is implementing an innovative pilot program which demonstrates a new governance structure for Rotary in our part of the world. The pilot is specific to our zone; responsive to what our members see as important and viable to revitalise Rotary in Australia, New Zealand and the Pacific Islands for the future.

### About the role

The IT Lead helps Rotary South Pacific make the best use of technology so our people can serve their communities more effectively. This role guides our small volunteer IT team, supports core systems, and ensures our digital tools are reliable, accessible, and easy for Rotarians to use across the Zone.

The IT function sits within the Corporate & Administration team and supports the Rotary South Pacific Board, portfolio teams, Regional Community Leaders, and the wider pilot. Increasingly, our support extends to districts and clubs as they adopt shared systems and resources.

Rotary South Pacific operates with modest funding and a volunteer-driven model. Most of our platforms are cloud-based, including **Microsoft 365 Not-for-Profit**, **Vimeo**, **Xero**, **Monday.com**, **ClubRunner (hybrid Nova model)**, and our helpdesk.

The **Specialist Hub** is a WordPress-based application hosted by Rotary South Pacific. A third-party manages the backend; Rotary South Pacific manages the data and day-to-day use.

The IT team maintains and supports all systems. Content creation and content ownership sits within Rotary South Pacific.

### Key Responsibilities

- Enhancing and expanding the role technology can play with Rotary South Pacific and wider into districts and clubs.
- Help Rotary South Pacific, use technology in ways that strengthen service, communication, and collaboration.
- Coordinate and support a small volunteer IT team.
- Grow and improve support services such as the helpdesk and Club Assist Hub.
- Develop simple, practical IT learning modules.
- Maintain and develop new documentation for knowledge base.
- Manage resources responsibly and operate within a small budget.
- Manage Licensing.
- Onboarding/Offboarding members

### Expected Skills and Experience

- A collaborative, service-minded IT professional who can apply vision and creativity within Rotary South Pacific's volunteer-based and resource-conscious environment.
- Team leadership experience with a high-level of interpersonal skills.
- Experience working with Not-for-Profit organisations or volunteer-based environments.

- Practical experience managing an enterprise Microsoft 365 tenant Not for Profit, including (not limited to: User management, Exchange, Entra, Teams, Power Platform, Licensing)
- Good understanding of the M365 many applications and how they interact with each other.
- An understanding of the Club Runner system within the Rotary context will be helpful.
- Understanding of data governance principles, including **GDPR**.
- Experience with domain and DNS management. (cpanel)
- Helpdesk management skills: configuration, ticketing, resolution processes, and knowledge-base development.
- Ability to communicate clearly with Not-for-Profit technology providers.
- Deliver training to a wide and diverse volunteer base across various time zones

### Express your interest

If the description outlined above sounds like you, we'd love to hear from you.

Express your interest by emailing [volunteers@rotarysouthpacific.org](mailto:volunteers@rotarysouthpacific.org), and include relevant details about:

- Your Rotary Club
- Your skills and experience in this area.