

POSITION DESCRIPTION



OVERVIEW	
TITLE	IT Operations Coordinator
DEPARTMENT	AFC Women's Asian Cup 2026 LOC Office
LOCATION	Sydney (Head Office) / NSW
REPORTS TO	Direct: Head of Finance & procurement Indirect: IT Operations Manager
WORK TYPE	Full-Time Fixed Term Contract
HOURS/DAYS PER WEEK <i>(part-time, casual or contractor only)</i>	
START DATE	ASAP
END DATE <i>(FT/PT fixed term contract or contractor only)</i>	30 June 2026

ACCOUNTABILITY	
Number of direct reports <i>(How many people directly report into this role?)</i>	-
Number of indirect reports <i>(How many people indirectly report into this role?)</i>	-
Budget responsibility in \$ <i>(State whether prime, shared or contributory responsibility)</i>	-

ABOUT US
<p>Football Australia is the national governing body for football in Australia and a member of Fédération Internationale de Football Association (FIFA), the international governing body for football. It governs all national teams, the A-Leagues (in Football Australia's capacity as the regulatory body), Australia Cup, National Premier Leagues and leads state, community, and grassroots football.</p>
OUR CULTURE & VALUES
<p>Football in Australia is a melting pot of approximately 2 million participants represented by over 200 different cultures, we proud to be the most diverse and globally connected sport within the Australian sporting landscape.</p> <p>Football Australia's purpose is to <i>'bring communities together through football - connecting Australia to the world'</i> while having a vision to <i>'be a leading football nation where everyone is inspired to live and love the game'</i>.</p> <p>To achieve this, we live by our company values which include:</p> <ol style="list-style-type: none">1. Impact On & Off the Field: Challenge the way we think and do to seek ways to grow the impact football has, influence industry thought leaders.

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- 2. Inclusive & Diverse Football for all:** Football is embedded in the nation's social fabric, follows the story of Australia, be accessible for all
- 3. A United Team:** Bringing people together to unleash the power of football and to deliver the vision, we bring the team spirit to the game
- 4. Trust:** Building trust across the whole football community, be trusted custodians of the game, act with integrity and objectivity

BACKGROUND & PURPOSE OF THE ROLE

The IT Operations Lead is responsible for managing and coordinating the Women's Asian Cup 2026 (WAC2026) IT operation activities and to provide comprehensive end to end support to the entire team and event.

Reporting to the Head of Finance and Procurement Women's Asian Cup 2026, this role requires a strategic thinker with exceptional negotiation skills, a thorough understanding of government procurement policies and procedures and an ability to collaborate with the business on best practice end to end procurement practices.

ROLE RESPONSIBILITIES

IT Management:

- Support in the build of WAC2026 security policy in conjunction with FA, cloud migration plan and business continuity plan.
- Security, maintenance, support and accountability for WAC2026 data sets.
- Manage and develop policies for use of applications and systems.
- Create and maintain good relationships with software vendors and outsourced IT services providers.
- Manage SLAs and provision of end user computing / desktop support, assisted by outsourced provider.
- Standardise support mechanisms for both internal and external customers e.g. ticketing systems.
- Increase staff efficiency, knowledge sharing and collaboration through the rollout of new applications.
- Maintenance of FA's operating model and governance identifying responsibilities for line of business applications.

Digital & IT Projects

- Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximise the return on technology investment.

Technical Operations & Infrastructure

- Support in the management of WAC2026 digital platform operations, deployment processes, source control and hosting infrastructure.
- Liaising and management of all third party SLAs and operations procedures.

Technical Support

- Documentation of production systems to ensure effective ongoing management.

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- Troubleshooting issues to locate the root cause.
- Complex technical support and issue resolution.

ROLE OUTCOMES/ DELIVERABLES

- Successful delivery of WAC2026
- Achievement of WAC2026 within budget
- Ensure the IT team delivers robust support for the LOC's technological needs, and is smoothly integrated into the Tournament venue requirements

MAJOR INTERACTIONS

- WAC2026 Local Organising Committee Board and Leadership Team
- Football Australia IT Operation Team
- WAC2026 & Football Australia Finance Team
- External vendors and suppliers
- Broader Football Australia and WAC2026 functions

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential

- Highly organised and driven
- Experience in managing day-to-day IT infrastructure and support for a large organization
- Proficiency in Microsoft Suite of applications including SharePoint Online
- Proficiency in monitoring and reporting tools
- Knowledge of IT infrastructure, networking and system management
- Strong analytical skills and an ability to think outside of the box to deliver on objectives
- Self-motivated, able to work autonomously
- Thrives in a team environment and is able to build and leverage relationships with all stakeholders
- Is enthusiastic with a can-do attitude and a real desire to add value

Desirable

- Experience in a project environment
- Major Events Experiences
- A passion for sport and football

QUALIFICATIONS

Essential

- Computer Science/Informational Technology degree

UNIQUE CRITERIA

The following selected items identify the requirements of the role

- ☒ Out of hours and weekend work
- ☒ Intra and/ or Interstate travel
- ☐ International Travel
- ☐ Significant periods of work away from home
- ☐ Significant Responsibilities – This does not contain a comprehensive listing of responsibilities, activities and duties that are required of the incumbent. These may change from time to time at the discretion and needs of the manager/organisation

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ADDITIONAL REQUIREMENTS

To comply with our organisational policies and/ or national and state legislation, the following selected items are requirements of the role

- ☐ National Police Check
- ☒ International Criminal History Record for each country (other than Australia) in which you have resided for 12 months or more in the last 10 years (if applicable)
- ☒ Full working rights in Australia
- ☒ Working with children check (paid/ employee) or state- based equivalent
- ☐ Working with children check (volunteer) or state- based equivalent (volunteer roles only)