



REVEALING HOPE
RESTORING LIFE

Role Title & Details

Role Title: IT Specialist

Team / Capacity: DART Field Team

Reports To: Team Leader

Location: Field-Based

Employment Type: Mission Assignment

Date Prepared: 25/04/2026

Role Identity Statement

This role exists to establish, maintain, and troubleshoot all technical and communication systems used by the DART team during deployments. The IT Specialist ensures that computers, mobile devices, satellite communication systems, internet connectivity, and related technical equipment remain operational and effective in supporting field operations and communication needs.

Purpose of the Role

To support mission effectiveness by maintaining reliable communication systems, technical infrastructure, and operational IT support for the field team throughout deployment.

Primary Contributions

- Functional and reliable communication and IT systems in the field
 - Rapid troubleshooting and resolution of technical issues
 - Well-prepared devices and communication tools for team use
 - Improved communication capability with local contacts and partner organisations
 - Reliable operational support for field communications and reporting
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Key Responsibilities

1. Equipment Setup & Maintenance

- Support and advise the Team Leader regarding technical and communication equipment needs
- Maintain and manage all technical and telecommunication equipment including laptops, mobile phones, satellite devices, routers, internet equipment, and related accessories
- Configure devices, user access, and communication platforms for team members during

deployment rotations

- Ensure technical equipment is properly prepared, maintained, and operational throughout the mission
 - Monitor and maintain charging systems, connectivity, and equipment readiness
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2. Troubleshooting & Field Support

- Diagnose and resolve technical problems involving IT systems, communication devices, and connectivity equipment
 - Provide practical technical support to team members in the field
 - Respond quickly to equipment failures and communication disruptions
 - Implement temporary or alternative communication solutions where necessary
 - Assist with maintaining secure and effective communication systems in challenging environments
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3. Communication Resources & Connectivity

- Seek communication opportunities and coordination channels with other NGOs and response organisations where appropriate
 - Source local phones, SIM cards, data services, or communication resources for the DART team
 - Support internet and communication access for operational reporting and coordination
 - Assist in maintaining communication continuity between field teams, local contacts, and supporting agencies
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4. Operational Support & Technical Coordination

- Assist with technology-related operational planning and field readiness
 - Coordinate with logistics and equipment teams regarding transport and care of technical equipment
 - Maintain organised inventories of IT and communication assets
 - Support secure and responsible use of organisational technology resources
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Leadership Framework Expression

Heart of the Leader: CHARACTER (Heart)

Actively growing in your love for God by:

- Serving faithfully through practical support and problem-solving
- Demonstrating integrity, responsibility, and reliability
- Remaining calm and adaptable under pressure

Expressing God's love for others by:

- a) Supporting the team through dependable communication systems
- b) Assisting others patiently and respectfully with technical needs
- c) Working collaboratively across cultures and challenging environments

Coach – Supports team members in using communication and technical systems effectively

Direction Setter – Maintains organisation and reliability in technical operations

Change Agent – Responds quickly and creatively to technical challenges and changing field conditions

Spokesperson – Represents the organisation professionally with local providers, technical contacts, and partner organisations

Measures of Fruitfulness

- Reliable communication and IT systems throughout deployment
 - Prompt resolution of technical problems and equipment failures
 - Effective communication capability for field operations
 - Organised and well-maintained technical equipment and inventories
 - Strong support provided to team members and mission operations
 - Improved operational connectivity with local contacts and partner organisations
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Requirements for the Role

Schooling / Knowledge / Experience

- Experience maintaining IT and telecommunication equipment
 - Strong practical troubleshooting and problem-solving ability
 - Familiarity with mobile devices, communication systems, internet connectivity, and satellite equipment
 - Ability to work independently in field conditions
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Supplied by GAIN

- Knowledge of the work of GAIN / Power To Change Australia
 - DART training
 - Field trip experience
 - Internship opportunities
 - Ongoing refresher training
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Other Requirements

- English language ability (spoken and written); additional languages are beneficial
 - Ability to work under pressure and in difficult environments
 - Good physical health
 - Psychological stability and resilience
 - Flexibility and short-term availability
 - Strong teamwork capacity
 - Willingness to fulfil duties faithfully and professionally
 - Readiness to deploy to disaster areas for at least 3 weeks; ideally 4 weeks to 3 months
 - Stable and supportive personal environment
 - Intercultural competence and adaptability
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Nature of the Appointment

- Field-based disaster response assignment
 - Requires deployment to disaster-affected regions
 - Operational and technically demanding role in dynamic environments
 - Requires flexibility, resilience, practical problem-solving, and adaptability under pressure
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Review Rhythm

Performance will be reviewed following deployments, including debriefing with the Team Leader and Lead Agency to support accountability, learning, and continuous improvement.