



Culture First.
Supporting Aboriginal Art Centres
of Central Australia

JOB DESCRIPTION

POSITION TITLE:	SAM Technical Operations Lead
EMPLOYMENT BASIS:	Full time - 12 month contract (Further terms subject to funding)
SALARY RANGE:	\$100,000 - \$120,000 per annum
REPORTS TO	SAM Platform Manager
LOCATION:	Remote or based in Alice Springs Desart office
LAST REVIEWED:	April 2026

Organisation Overview

Desart is the peak body for Central Australian Aboriginal art and craft centres in the cross-border regions of the Northern Territory, South Australia and Western Australia. Founded in 1992 and incorporated in 1993 under the Northern Territory Associations Act, Desart's current membership comprises 39 independently governed Aboriginal art centres within a complex geographic and culturally diverse region.

We believe that a strong, collective voice is critical in promoting and highlighting all aspects of the industry, influencing government policy and the legal frameworks that best protect the intellectual property rights and intrinsic cultural values of Aboriginal artists.

Desart is committed to ensuring its services and strategic priorities continue to privilege and respect Aboriginal cultural knowledge as the basis from which to engage and participate in all levels of art centre operations. We consult extensively with our members to develop programs and services based on the principles of capacity building and industry best practice. We collaborate with our membership and key industry stakeholders and build partnerships that help achieve the best possible outcomes for our members.

About the SAM – Stories Art Money – SaaS Platform

SAM is an online artwork management and archival system that Desart developed for Aboriginal and Torres Strait art centres nationwide. This is the administrative tool that art centres use on a daily basis to manage their collection and perform important functions such as cataloguing works, documenting provenance, tracking sales and consignments, managing artist accounts and stocks and more. This platform reaches beyond Desart's membership to support 120+ Aboriginal and Torres Strait Islander art centres nationally.

Desart is at a critical juncture. We have rebuilt **SAM**, from the ground up. We are now transitioning from a challenging Phase 1 rollout into **Phase 2**, where we must stabilise the technology stack, optimise user workflows, and deliver a roadmap that empowers remote art centres.

Key technologies used in the new SAM ecosystem include:

Platform Technology Stack

- **Backend:** NestJS (TypeScript), Node.js
- **Frontend:** React
- **Database:** PostgreSQL (primary), experience with MySQL/Microsoft SQL advantageous
- **APIs:** RESTful API architecture via **SAM API v3** using JSON payloads
- **Reporting:** Jaspersoft, Power BI, Excel advanced analytics
- **Hosting:** AWS (EC2, RDS, S3, CloudWatch, VPC)
- **Security & Networking:** Cloudflare, IAM, DNS management
- **Integrations:** WooCommerce and Shopify via SAM Web Plugins
- **Tools:** Git, Jira, Confluence, TestRail, Postman, Power Query

More information:

SAM API v3 → <https://help.sam.org.au/hc/en-au/articles/55133292313625-Connecting-your-Online-Store-to-SAM>

SAM Rebuild Announcement → <https://desart.com.au/news/sam-rebuild-announcement/>

How to apply:

Please provide a cover letter (no more than one page) and your responses to each of the selection criteria on page 5 of this document and a current CV with at least two referees and address: Confidential SAM Technical Operations Lead to Desart Corporate Services Manager Paul Sweeney c/- csm@desart.com.au. All applications must be received by midnight CST Friday 22nd May 2026.

For further information about this role please contact SAM Manager Bronwyn Taylor sam@desart.com.au

The Role

This role is the "**Engine Room**" for SAM. You will act as the technical quality guard and project lead, ensuring that our development partners deliver code that is not just "functional," but efficient, stable, and fit for the unique needs of our users.

The SAM Technical Project Lead serves as the technical lead for the SAM platform's evolution and infrastructure. This role is responsible for the strategic transition between development cycles, specifically conducting a comprehensive analysis of the Phase 1 software rebuild to identify optimisations and requirements for Phase 2 planning. Beyond the product roadmap, you will manage the platform's technical ecosystem and support the SAM Team - including software integrations, domain security, and platform access - to ensure a robust and scalable environment.

The **SAM Technical Operations Lead** acts as the senior technical coordinator and solution owner for the SAM Platform. This role combines elements of:

- **Solution Architect**
- **Technical Lead / Technical Operations Manager**
- **Business Analyst (BA)**

- **Customer Experience (CX) Analyst**
- **Scrum/Project Manager**
- **Product Owner support**

You will manage the SAM platform's technical ecosystem, support the SAM team, coordinate development work, and ensure the platform remains stable, secure, and scalable. A major responsibility is the **Phase 1 → Phase 2 transition**, including technical audits, roadmap definition, stakeholder analysis, and preparation for future development cycles.

Duties

Overview:

Technical Strategy & Vendor Oversight

- **Technical Liaison:** Act as the primary technical point of contact for external development partners.
- **Architectural Accountability:** While you may not be the primary coder, you must have the depth to interrogate architectural decisions, manage API integrations, and ensure high standards for code documentation and system security.
- **Phase 1 Technical Audit:** Lead/Oversee a post-implementation review to identify technical debt, bugs, and performance bottlenecks left behind during the initial rebuild.

Product Management & UX Optimisation

- **Efficiency Engineering:** Tackle the "Interaction Cost" challenge. You will lead the redesign of high-frequency tasks (like cataloguing) to reduce navigation friction and "clicks" for time-poor users.
- **Phase 2 Roadmap:** Transform the "wishlist" items into a prioritised, executable development plan that balances technical stability with user-demanded features.
- **Requirement Translation:** Convert complex business needs from art centre staff into clear, technical user stories and functional requirements for developers.

Project Delivery & Operations

- **Sprint Leadership:** Manage the development lifecycle, including backlog refinement, sprint planning, and UAT (User Acceptance Testing) cycles.
- **Ecosystem Management:** Oversee the stability and security of the AWS hosting environment, Cloudflare, and DNS configurations.
- **Reporting & Data:** Develop advanced analytics and operational dashboards using SQL, Jaspersoft, and Power BI to provide insights to stakeholders.

Key Responsibilities:

1. Software Development management & Project Delivery

- Conduct a **Phase 1 Post-Implementation Review**, analysing:
 - defects, UX issues, technical debt, performance feedback
 - stakeholder input and user experience

- Lead **Phase 2 planning**, including:
 - requirements gathering, user stories, sprint planning
 - backlog refinement and prioritisation
- Act as the primary technical liaison with internal and external developers.
- Support solution design and architectural decision making.
- Prepare functional requirements, use cases, and process flows.

2. Technical Infrastructure & Ecosystem Management

Platform Health & Operations

- Oversee hosting, environments, and infrastructure (AWS EC2, RDS, S3, VPC).
- Monitor platform performance and coordinate troubleshooting.

Access, Security & Domain Management

- Manage licensing, software access, and identity control.
- Administer Cloudflare, DNS, domain renewals, and SSL.
- Coordinate IAM policies and least-privilege security practices.

Systems Optimisation

- Identify improvements to platform stability, performance, and user experience.
- Develop recommendations to reduce technical debt and improve workflows.

3. API & Integration Management

- Strong understanding of RESTful APIs and JSON payloads.
- Use tools like **Postman** to test, troubleshoot, and validate integrations.
- Support art centres integrating SAM with their online stores.
- Provide guidance on API documentation (OpenAPI/Swagger).

4. Reporting & Data

- Develop structured reporting using Jaspersoft and Power BI.
- Write and review SQL queries (SELECT, JOIN, INSERT, UPDATE, DELETE).
- Support data modelling, schema reviews, and reporting optimisation.
- Deliver dashboards, operational insights, and metrics to stakeholders.

5. Test Management & Quality Assurance

- Create test plans, test cases, and manage defect workflows.
- Support functional, regression, integration, and UAT cycles.
- Use Jira and TestRail for issue tracking and documentation.
- Coordinate release readiness activities.

6. Strategic Business Support

- Translate high-level business goals into technical deliverables.
- Support product direction, sprint planning, and prioritisation with the Platform Manager.
- Provide insight into system usability, feature gaps, and operational improvement opportunities.

7. Communications & Stakeholder Engagement

- Work effectively with diverse Aboriginal and Torres Strait Islander art centre staff.
- Communicate clearly across technical and non-technical audiences.
- Support remote art centres with low-bandwidth or limited infrastructure.
- Build strong and respectful working relationships.

8. Administration

- Maintain accurate records of software access and system changes.
- Prepare monthly reports on completed work and platform status.
- Document standard operating procedures (SOPs) and workflows.

9. Additional Duties

- Support process improvement and innovation.
- Assist with rolling out new systems or operational tools.
- Perform other safe, logical duties aligned with skills and classification.

SELECTION CRITERIA

ESSENTIAL

1. Experience in technical support, software operations, or technical project coordination.
2. Demonstrated experience diagnosing issues, supporting remote users, and managing escalations.
3. Understanding of REST APIs, JSON, Postman, Swagger/OpenAPI.
4. Hands-on familiarity with NestJS, Node.js, React, and modern JavaScript/TypeScript.
5. SQL experience (PostgreSQL preferred).
6. Platform and hosting management (AWS, Cloudflare, DNS).
7. Reporting capability (Jaspersoft, Excel advanced, Power BI).
8. Proven experience coordinating with developers using ticket-based workflows.
9. Ability to translate user requirements into clear technical outputs.
10. Strong communication tailored to diverse cultural contexts.

Desirable

- Bachelor's degree in IT or related discipline
- 2+ years in technical operations or software management
- Experience working with remote Indigenous communities
- Familiarity with the Indigenous art centre sector
- ITIL Foundation certification
- Project management training (CAPM, PMI-ACP, PMP)
- BA certifications (ECBA, CCBA, CBAP)

Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

ADDITIONAL CONDITIONS OF EMPLOYMENT	
Pre-employment checks	<ul style="list-style-type: none"> • Proof of identity • Criminal History/Police Check
Other	<ol style="list-style-type: none"> 1. Willingness to undertake the following training (paid for by Desart) and commit to refresher courses as needed: <ul style="list-style-type: none"> - 4WD training - First Aid Certificate 2. Work is generally conducted within the organisation's regular business hours, however some occasional out of hours work may be required depending on the circumstances.

APPROVED COPY

Signed.....

Date:...../...../.....

CHIEF EXECUTIVE OFFICER

AGREEMENT:

I have read this Job Description, understand its contents and agree to abide by it to the best of my ability.

.....
Employee Name (please print)

.....
Employee signature

...../...../.....
Date