

<b>Position</b>	Information Communication & Technology (ICT) Support Officer
<b>Date effective</b>	June 2018
<b>Conditions</b>	12 month fixed-term contract (full-time) Individual Common Law Contracts

**Who we are:**

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

**Our philosophy and vision**

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

**Our values**

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

**Purpose of the role**

To provide IT support to managers and employees of Lutheran Services Support Centre, Aged Care and Community Services.

**Reporting relationships**

The ICT Support Officer reports to the ICT Infrastructure and Project Manager and ICT Support Lead, works closely with other members of the ICT Team.

**Qualifications/Experience**

The incumbent may hold a qualification in Information Technology or a related field. They may have knowledge of the configuration and management of a computer system within a Microsoft Windows Server virtualised environment. An understanding of ITSM and ITIL processes, VMware virtualisation and Citrix Xen-app desktop delivery would be highly regarded.

The incumbent should be comfortable working within a small team in a fast-paced and professional environment on a wide range of simultaneous tasks. They will have the ability to communicate (written and verbal) clearly and precisely at a technical level and with non-technical users. The incumbent will have excellent problem solving skills and will take responsibility for achieving outcomes for clients. They will also have a proven track record of customer service.

Lutheran Services fosters growth within the ICT team and provide training in line with staff professional goals.

You must also maintain a current Australian Driver's License

**Legislative/policy requirements**

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

**Roles and responsibilities**

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Provide 1<sup>st</sup> level ICT support in person, over the phone and remotely;
- Proactively follow up with ICT queries to ensure they are resolved;
- Undertake installation and troubleshooting for hardware, operating systems and desktop applications;
- Perform daily routine checks and functions;
- Assist with the rollout and upgrade of desktop computer systems and applications; and
- Make routine changes and additions within Active Directory

NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.