



## POSITION DESCRIPTION

<b>Position Title:</b>	L2 Support Engineer Information, Communication & Technology
<b>Location:</b>	Box Hill
<b>Reporting to:</b>	Information, Communication & Technology Manager
<b>Direct Reports:</b>	Nil

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

*L2 Support Engineer Information, Communication & Technology: SEPT18*



## PURPOSE OF ROLE

This position supports the ICT Manager in the delivery of the Society's ICT services. ICT is responsible for the delivery of standards-based technology services throughout the Society across Victoria to ensure SVDP representatives are supported in their works as they serve the community.

ICT strives to reach these goals through providing:

- a secure, easy to deploy and cost-effective enterprise technology architecture;
- reliable, location independent and appropriately performing access to Society information sources;
- reliable, cost-effective and maintainable business systems;
- management of ICT vendors and providers, ensuring ICT services perform to defined standards and within agreed budgets; and
- Management of system performance, capability and capacity requirements (including training) to support changes in organisational requirements.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Identify and report hazards within 24 hours of them occurring on the incident reporting system</li> <li>• Manage day to day risks in line with policy and procedures</li> </ul>
<b>Vendor Relationship</b>	<ul style="list-style-type: none"> <li>• Managing assets (assets DB, assets lists, etc.);</li> <li>• Asset tagging and registering new ICT hardware;</li> <li>• Configuring assets;</li> <li>• Provide procurement services ensuring timely delivery and accurate accounting of all Society assets and services;</li> <li>• Escalating with vendors any hardware or software issues;</li> <li>• Liaise with the Society and external vendors regarding the facilitation, support and use of telecommunications landline and mobile services</li> </ul>
<b>Level 1 &amp; Level 2 ICT Support</b>	<ul style="list-style-type: none"> <li>• Onsite enquiries first point of contact;</li> <li>• Building and distributing computers;</li> <li>• Preparing equipment for new stores - computers printers, etc.</li> <li>• Installation of software on local staff computers upon job request</li> <li>• Lead the roll out of new ICT equipment (laptops, desktops, phones) on monthly bases;</li> <li>• Enroll mobile devices to MDM;</li> <li>• On site visits required to resolve hardware on internet faults, when directed</li> </ul>



	<p>by ICT Manager;</p> <ul style="list-style-type: none"> <li>• Maintenance of filing system and organization of departmental documentation using SharePoint;</li> <li>• Updating and creating ICT knowledgebase and How-to guides;</li> <li>• Assist with change management activities as required;</li> <li>• Assist in the development, delivery, implementation and monitoring of assigned IT assets;</li> <li>• Assist with the delivery of the Society's ICT services to all Departments, Conferences and stakeholders;</li> <li>• Assist the ICT Manager with ICT hardware and solution selection to support and enable the ICT Strategic Plan;</li> <li>• Assist with the delivery of the Society's ICT services to all key stakeholders;</li> <li>• Monitoring the status of the Society's Internet services;</li> <li>• Escalate with the relevant vendors when Society's services are compromised;</li> <li>• Utilizing the SVDP HelpDesk for any tasks, projects and issues in line with SLI's and provide reports of the status of the jobs;</li> </ul>
<b>Process Coordination</b>	<ul style="list-style-type: none"> <li>• Document and improve procedures, being proactive in the design and implementation of efficient systems;</li> <li>• Assist with the development and ongoing management of ICT related policies and procedures.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Creating of purchase orders for authorization when ICT officer is not available;</li> <li>• Assisting accounts with follow up of outstanding invoices and the processing of invoices for authorisation;</li> <li>• Ensure that expenditure is in accordance with approved budgets and delegated authority levels</li> </ul>
<b>People Management</b>	<ul style="list-style-type: none"> <li>• Act in a professional, responsive and collaborative manner towards customer and team relations;</li> <li>• Establish and maintain strong stakeholder relationships with Society staff as well as other key stakeholders;</li> <li>• Participate in meetings with internal and external stakeholders;</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Responsible for all other duties as advised by the ICT Manager;</li> </ul>

**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Information, Communication & Technology Manager	Internal	<ul style="list-style-type: none"> <li>• Direct reporting, provision of information and support</li> </ul>



Senior Executive Group and Senior Managers	Internal	<ul style="list-style-type: none"> <li>Liaison with representatives from the respective departments to address ICT requirements</li> </ul>
Regional Council and Conference President/ Treasurers and Volunteers	Internal	<ul style="list-style-type: none"> <li>Direction, support and guidance as required</li> </ul>
Other SVDP Staff, members and volunteers	Internal	<ul style="list-style-type: none"> <li>Work with all staff and provide exemplary customer service and pro-active communication</li> </ul>
Suppliers	External	<ul style="list-style-type: none"> <li>Work with outsourced ICT service providers, hardware/software vendors/system architects</li> </ul>
Compliance authorities	External	<ul style="list-style-type: none"> <li>Advice, risk management, statutory &amp; regulatory compliance</li> </ul>
Peers in industry	External	<ul style="list-style-type: none"> <li>Networking, Intelligence, support &amp; partnerships</li> </ul>

## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

## KEY REQUIREMENTS

### Qualifications:

- Tertiary Degree in one or more of the following fields: Information Technology / Computing, or Information Management (desirable)
- Current Drivers Licence

### Experience and skills:

- Experience with IT customer support specifically L1 to L2 IT support;
- Experience in managing IT incidents on a day to day basis;
- Experience with building computers using SCCM, WDS, CloneZilla, etc.;
- Experience in supporting ICT infrastructure;
- Experience with SharePoint and Intune; Onedrive
- Experience with IT systems and application implementations that support key business requirements;
- Experience with creating IT Documentation;



- Experience with Microsoft Windows desktop operating systems - Windows 7 and 10;
- Ability to work constructively and productively in a small team environment supported by vendors in an outsourced environment;
- Work with limited supervision;

**Personal attributes:**

- Excellent verbal and written communication skills;
- Excellent interpersonal skills with the ability to develop good relationships with all stakeholders;
- Ability to prioritise and balance competing or conflicting demands;
- Well-developed time management skills, with an ability to meet tight deadlines;
- Liaise professionally with staff and external suppliers;
- Demonstrated ability to work professionally and respectfully;
- Strong and flexible work ethic;
- Awareness of, and ability to work within, the ethos of the Society.

**DESIRABLE**

**Experience, skills and attributes:**

- Knowledge and / or previous experience in Not-For-Profit sector;
- Exposure with Telco NBN transition (ADSL to NBN upgrades);
- Exposure to VOIP Systems (specifically Avaya);
- Exposure to MSSQL;
- Passion for Technology;
- Exposure to L3 IT support in the following areas:
  - Configuration and migration to Azure and O365
  - Troubleshooting experience
  - Strong general knowledge of Windows environment, AD;
  - Packaging and Deployment using WDS, SCCM, PDQ

**\*\*Flexible working hours, including some weeknights & weekends may be required. Travel to various locations across the State will be required\*\***

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.