

Position title	Information and Communications Technology (ICT) Support Officer	Reference	ICT_IT_CS_DWN
Reporting to	ICT Manager	Location	Winnellie
Division	Information Technology	Section	Corporate Services
Approved	EM Corporate Services	Date	30 June 2019
Comments:	Please note that this position requires flexibility to work outside of normal hours		

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will provide level 1 service desk support to Anglicare NT staff across the Territory, including desktop incident management, asset management, application support, procurement, and escalation to external providers or vendors.

"Working in conjunction with other members of the ICT department, you will aid in continuous improvement of ITSM processes, core infrastructure, and the organisation's business software ecosystem"

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. Relevant Certificate IV in Information Technology or similar industry qualification
2. Demonstrated experience in some of the following ICT-related activities: desktop hardware or software support in Windows environments, Active Directory administration, local and wide area network troubleshooting, asset management, IT procurement, change management, vendor management.
3. A sound understanding of TCP/IP networking, and issues related to remote desktop support. Exposure to Citrix XenApp would be advantageous.
4. Excellent time management skills, ensuring that requests are appropriately triaged and prioritised within the constraints of workload and deadlines.
5. Commitment to excellence in customer service, going the extra mile to achieve the best possible experience and outcome for staff who access ICT services.
6. High level communication skills, with developed emotional intelligence, adapting both written and verbal communication to clearly and sensitively engage with a wide variety of internal and external stakeholders, across a broad spectrum of technical abilities.
7. Experience within a community services, not for profit, or similar organization.

General Criteria

- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
- Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
- Northern Territory Working with Children Clearance (Ochre Card).
- National Police Criminal History Report (less than three months old) with acceptable outcome.
- Ability to meet 100-point ID and additional visa / overseas work compliance measures.
- Northern Territory Driver's Licence.

- First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Provide Specialist Technical Support and Service

- Managing the ICT Service Desk by responding in a timely, professional and courteous manner to requests from staff. Escalating issues to the ICT Manager and/or external vendors where appropriate.
- Troubleshooting and incident resolution for ICT hardware (thin clients, desktops, laptops, tablets, desk phones, mobile phones, printers and peripherals) and software. Remotely, where possible, and onsite where necessary.
- Asset management, across the entire lifecycle, including recommendation, quotation, procurement, deployment, migration, decommissioning and disposal of hardware, software, telecommunications and network infrastructure. Maintaining associated paperwork (eg. Purchase Orders) and processes (eg. invoice payment, inventory, asset tags, and tracking records) in accordance with ICT policies and procedures.
- User account and mailbox administration.
- ICT induction, training workshops, and change management support for staff, as required.
- Documentation and technical writing, as occasionally required.
- Participation in ICT projects, strategic and operational planning, and ICT budgeting as required.

2.. Compliance Requirements and Quality Control Activities

- Assist with improvements to ICT policies, procedures and practices.
- Actively contribute to the review of ICT performance, and the achievement of associated improvement objectives, taking a proactive approach to quality and customer service.
- Assist with disaster recovery readiness, contingency and business continuity plans.
- Document all work undertaken and resources utilised in the IT service desk software

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).