Position title	Information and Communication Technology (ICT) Helpdesk & Systems Administrator	**Reference**	ICTSA_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 systems administration, network administration and 2nd level incident management support, along with maintaining an efficient and effective technology platform in support of Anglicare NT's purpose and values.

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

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. Tertiary degree, or equivalent industry experience, in Information Technology.

2. Experience with systems administration in a Microsoft AD domain and Citrix XenApp environment.

3. Experience with network administration in TCP/IP local, wireless, and wide area applications.

4. Experience triaging, investigating, and resolving complex technical issues without supervision or assistance.

5. Highly-developed drive to research and self-train on new technologies and willingness to upskill other members of the ICT department

6. Highly-developed communications skills, with sufficient dexterity to maintain technical documentation, and to provide simple non-technical training to end users.

7. Possessing a positive attitude, a friendly disposition, and a strong commitment to customer service, that can thrive in an organisation where collaboration, strengths-based approaches, and client-outcomes-focus are highly valued.

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. Maintain core infrastructure (IT operations management)

You will support operational maintenance of Anglicare NT's core ICT infrastructure environment, your specific responsibilities will include:

- Support for cloud services (e.g. Office 365, Azure), hosted virtual servers (Windows DC/ADFS, MSSQL, Citrix XenApp, various application servers)

- Support infrastructure including network (Aruba LAN/WLAN, PAN Virtual System firewall, Managed IP WAN), telephony (Vocus/BroadWorks IP Tel) and print (Canon MFDs, uniFLOW).

- Availability management, sustaining the reliability, maintainability, serviceability, resilience and security of core infrastructure through planning, monitoring and incident response.

- Capacity management, meeting shifting demands for infrastructure services through performance monitoring, scaling, tuning and resource planning.

- Continuity management, working in conjunction with other members of the Corporate Services team to ensure ICT infrastructure services meet business continuity requirements, and working with other members of the ICT team to ensure that recovery plans are tested and improved on a regular basis.

- Security management, working in conjunction with the ICT manager to ensure that infrastructure services meet organisational requirements for information management and cyber security.

- Supplier management, with respect to incident and SLA escalation to service providers or hardware/software vendors.

- Change management, overseeing the planned deployment of alterations to configuration items, where necessary updating CMDB documentation and liaising with third parties.

- Service asset and configuration management.

- Release and deployment management, planning, communicating, implementing and controlling changes to software and hardware.

2. Resolve technical incidents and control underlying problems (IT service operation)

Receiving escalation from level 1 Support Officer, you will be accountable for the final resolution of ICT incidents, and for the diagnosis and remediation of underlying root causes. Specific responsibilities will include:

- 2nd level incident management, including escalation to service providers or hardware/software vendors where appropriate.

- Problem management, in conjunction with the ICT Manager and relevant third parties.

- Continual service improvement, using learnings from incident and problem management to identify, assign, and where relevant implement and evaluate improvements to processes and infrastructure.

3. Participate in the delivery of ICT projects

Working in collaboration with the ICT Manager and other staff, you will be accountable for assigned deliverables and milestones within the scope of numerous ICT projects. Typically, this will entail the use of your prior experience, your research capabilities, and your systems administration skills to deliver new infrastructure services that meet Anglicare NT's strategic objectives. Core improvement projects that you will participate in include:

- Device Management, utilising Microsoft InTune, SCSM, and WDS/MDT to automate full lifecycle management of user-assigned ICT assets.

- Network Modernisation, facilitating a shift to IPV6, deployment of DirectAccess, NPS, 802.1 PNAC and other technologies to improve the reach, reliability and security of Anglicare's network services.

- Longer-term you will participate in the review and improvement of business systems belonging to Corporate Services (ERP-like functions) and Client Services (CRM-like functions).

- Development of policies and procedures to support contemporary ICT operations and comply with legislative requirements, industry standards and methodologies.

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).