

Role Profile

| Position | |
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| Position Title | Helpdesk Support Officer – Information and Technology (IT) |
| Business Unit/Program | Corporate Services |
| Relationships | |
| Reports to: | Senior Manager – Information and Technology |
| Direct reports: | NA |
| Purpose of the Position | |
| The primary role of the role is to provide Intereach employees with on-site support and problem resolution services in all areas of IT | |
| Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i> | |
| Service Delivery | <ul style="list-style-type: none"> • Supervision of Desktop Support Level 1 & 2 • Install, maintain and configure software and hardware operating systems and applications • Support the roll out of new applications and IT solutions. • Diagnose, investigate and resolve desktop hardware and software faults • Troubleshoot IT problems • Communicate IT issues and solutions to employees • Maintain and monitor network and telephone system • Document the installation of standard software and operating systems for desktop rollouts • Escalate unresolved problems to client nominated escalation points / support teams • Installation and monitoring of antivirus solutions on PC and Laptops • Installation of network attached assets (e.g. printers, scanners and switches) • Patching operating systems • Perform documentation and compliance procedures • Provide 2nd level onsite support for standard software and operating systems to PC, Laptop and branch office servers • Prepare and implement system and security patches • Undertake IT induction training of new starters and training on Microsoft Products |
| Governance, Compliance and Quality Control | <ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility • Identify and implement improvements to operational processes and procedures to enhance program functions • Maintain confidentiality |

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| People and Culture | <ul style="list-style-type: none"> • Participate in regular team meetings to discuss progress, issues, planning and professional development • Participate in supervision • Participate in training and development relevant to the role • Actively develop and maintain supportive relationships with all staff | | |
| Financial | <ul style="list-style-type: none"> • When incurring expenses on behalf of Intereach, ensure this falls within budgetary guidelines | | |
| Work, Health and Safety | <ul style="list-style-type: none"> • Understand and comply with WH&S policies and procedures and legislative requirements • Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace • Participate in programs to improve risk management, including health and safety within the workplace | | |
| Organisational | <ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders • Champion the values and principles of Intereach within all aspects of our work • Become familiar with all programs across the business • Actively promote Intereach services and programs within the broader community • Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation | | |
| Core Competencies | | | |
| Core Competencies (As defined in the Intereach Code of Conduct Framework) | Intereach Value | Competency | Level Required |
| | Leadership | Communicating with impact | 1 |
| | | Focus on results | 1 |
| | Partnership | Managing relationships | 1 |
| | | Working as a team | 1 |
| | Social Justice | Acts courageously | 1 |
| Respects and values differences | | 1 | |
| Selection Criteria | | | |
| Essential | <ul style="list-style-type: none"> • Demonstrated knowledge of hardware and software • Ability to plan and prioritise work, work under pressure, meet tight deadlines and juggle priorities • Good communication skills, particularly in communicating complex technical issues and requirements to a non-technical audience • Ability to manage and prioritise workload • An in depth knowledge of Microsoft programs, including operating systems and applications • Demonstrated experience working in IT field | | |
| Desirable | <ul style="list-style-type: none"> • Qualifications in Information Technology | | |
| Mandatory Requirements | | | |

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| Essential | <ul style="list-style-type: none">• Current drivers licence• Current Criminal Record Check or willingness to undergo check |
| Acknowledgement of receipt and understanding of the Role Profile | |
| Name | |
| Signature | |
| Date | |