



Position Description

IT Support Officer

Department:	IT
Reports To:	IT Manager
Location:	Brisbane
Position Purpose:	The IT Support Officer is responsible for providing support to the IT Manager in the areas of work station end user support, documentation, server support, network support and other requirements that may arise.
Key Results Areas:	Under the guidance of the IT Manager, this position will work to achieve high quality results in the following Key Results Areas:

ACCOUNTABILITY [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

End User Support

Assist end users in their interactions with the IT systems based in the Brisbane office	[1]
Assist end users, remotely, in their interactions with the IT systems across a number of different sites and Work From Home situations. These include end users working in all states and territories in Australia.	[1]
Set up and maintain the workstation hardware and software requirements of the organisation	[1]
Maintain up to date knowledge of Windows 10, IOS, and macOS operating systems	[1]
Assist with security of the organisation's IT systems	[1]
Provide issue resolution support at this level that also includes network printer support, telephones, video conferencing, and other devices	[1]
Provide one-to-one staff training and assistance with Microsoft Office 365 suite that includes MS Outlook, MS Teams and Office 365 apps	[1]
Set up equipment and access that will support meetings, and seminars that take place in the organisation	[1]
Coordinate and respond to requests posted in and electronic help desk for the organisation, in a timely manner and maintain the log of requests	[1]
Provide Level One general trouble shooting support	[1]
Maintain and tidy up work area, and storage rooms	[1]
Maintain a working knowledge of video conferencing and collaboration tools such as Microsoft Teams, and Zoom	[1]



Documentation

- Document common procedures that assist problem solving and configuration scenarios [1]
- Report back to the IT manager if any critical issues are emerging that may affect our business continuity [1]
- Maintain asset registers for our software licenses, and hardware [1]
- Maintain schematic diagrams of all our networks including local area networks of each site, as well as up to date Wide Area Network diagram [1]

Telephony

- Support the operations of telephone systems that use SIP and VOIP technologies includes a mix of and VOIP technologies, over multiple sites [1]

Network Support

- Support the continuing operations of our Local Area Networks, Wide Area network and Cloud based computing [1]
- Apply trouble shooting techniques to Level One support [1]
- Produce reports and diagrams for management [1]

General

- Participation in whole of organisation and team meetings [1]
- Participate in the development and review of policies and procedures [1]
- Work as part of the Corporate Services team to achieve outcomes required by the organisation [1]
- Other duties, as directed by the IT Manager [1]
- Comply with Deaf services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury [1]
- Understand and work within the relevant parts of the Deaf Services quality management system [1]

DECISION MAKING

Decisions

- Ensure Help Desk queries are attended to effectively and in an efficient manner
- Time management and work priorities
- End users and stakeholders

Recommendations

- KPI's to achieve desired targets
- Operational procedures, and the improvement of overall efficiency of services
- Consultation

PRIMARY RELATIONSHIPS

Internal

- IT Manager
- IT Team
- All staff

Purpose / Relationship

- Line management operational direction and advice
- Consultation and teamwork
- Information, advice and support

External

Purpose / Relationship



External suppliers

Maintain effective relationships when liaising with external IT suppliers and related organisations

Members of the Deaf Community

Consultation, information, advice and support

Persons/functions that report to this position

Role / Relationship

Nil

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N]	None	[L]	Little need	[D]	Desirable
[M]	Moderate	[I]	Important	[C]	Critical

	N	L	D	M	I	C
Leading			*			
Innovating					*	
Planning					*	
Organising		*				
Patience & Friendliness					*	
Customer/Client Orientation					*	
Financial Acumen				*		
Administration				*		
Auslan						*
Professionalism					*	
Acceptance					*	
Problem Solving				*		
Deciding					*	
Implementing						*
Communicating						*
Flexibility			*			
Consulting			*			
Participating						*

SELECTION CRITERIA

Essential

- Demonstrated technical skills, tertiary qualifications and knowledge of information technology concepts and techniques, particularly in the areas of hardware, software, in-house network and systems support and some knowledge of server maintenance
- Well-developed communication skills including the ability to provide clear explanations regarding information technology issues
- Demonstrated ability to manage workloads to meet deadlines and the capacity to work in a team environment



- Well-developed problem solving skills, initiative, and the ability at times to work with minimal supervision
- Experience in delivering a high standard of customer service
- Positive and flexible attitude

Desirable

- An understanding of the community or not for profit sector
- To be prepared to respond to and act on security alerts that may occur outside of business hours.
- Microsoft office suite proficiency (Word, Excel, Outlook, internet).
- Knowledge of Deafness and Deaf culture
- Auslan skills, or willingness to learn

Please sign below your agreement of the above position description

.....
Print Name

.....
Signature

.....
Date