

## Job Description

<b>Position title</b>	<b>IT Support Officer</b>
<b>Location</b>	<b>Brisbane</b>
<b>Reporting to</b>	<b>IT Manager</b>
<b>Position type</b>	<b>Ongoing (subject to funding), full-time</b>
<b>Updated</b>	<b>February 2019</b>

## Role

The IT Team performs a critical role in supporting and managing knowmore's information technology and communications (IT&C) systems, equipment and by providing technical support services, ensuring the smooth running of the IT&C structures and ensuring users get maximum benefits from them.

Working with the IT Manager, the role will monitor and maintain knowmore's computer systems and networks, install and configure hardware and software, and solve technical problems. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with knowmore's Strategic and IT plans.

## Duties and Responsibilities

- Provide first point of IT Support contact for knowmore staff.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.
- Responding in a timely manner to service issues and requests.
- Assisting staff through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Provide database admin support for our Salesforce and SharePoint systems.
- Troubleshoot technical issues to resolution and/or escalate to supplier or partner organisations as required.
- Ensure system and data security is maintained at a high standard, ensuring the integrity of the knowmore network is not compromised.
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions with a view of process improvement.
- Assist with ongoing development of related policies and procedures, including appropriate controls around organisational change management.
- Set up new users' accounts and profiles and deal with password issues.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Repairing and replacing equipment as necessary.
- Training and inducting staff members.
- Prioritise and manage many open cases at one time, work continuously on a task until completion (or referral to third parties, if appropriate)
- Undertake other duties and projects as directed by the IT Manager.

## Organisational obligations

- Demonstrate an active and dedicated commitment to knowmore's Mission, Vision and Values.
- Comply with knowmore's Policies and Procedures.
- Observe all legal and legislative requirements.
- Ensure a high level of confidentiality and integrity.
- Assist in the development of, and participate in knowmore's initiatives, projects and events.
- Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous improvement and transparent work practices.
- Liaise with others in a professional, respectful and constructive manner.
- Take reasonable care to protect their health and safety and the health and safety of others.
- Commitment to working within knowmore's practice framework (trauma-informed culturally safe, person-centred).
- To engage in professional supervision and other reflective practice opportunities as required.

## Selection Criteria

- Relevant IT/industry experience and/or qualifications/experience in Salesforce, SharePoint, Windows Server, Windows 7 & Microsoft Office.
- Experience in providing effective IT systems support and to manage an integrated but diverse suite of IT systems.
- At least three years' experience, including well developed technical ability to provide IT support.
- Excellent interpersonal and communication skills including excellent listening and questioning skills, combined with the ability to interact confidently with staff to establish what the problem is and explain the solution.
- Good organisational and time management skills, including the ability to set priorities and manage competing deadlines, both independently and as a member of a team.
- Demonstrated experience in working in a collaborative and responsive style when communicating and reviewing your objectives, as your manager and colleagues will not be physically located in the same location.
- Ability and willingness to travel to and work in regional, rural and remote areas.

The role will be required to satisfactorily complete a National Police Records Check and a Working with Children Check and may involve intrastate and interstate travel to deliver services.

*This job description is incorporated into the employment contract. It is intended as a guide and should not be viewed as an inflexible specification as it may be varied from time to time in light of strategic developments following discussion with the position holder. The role will be expected to work to agreed objectives, which should facilitate achievement of the key responsibilities in accordance with the performance review process.*