

POSITION DESCRIPTION



Building Lives. Boosting Business.

POSITION TITLE	ICT Support Officer
REPORTS TO	Chief Executive Officer
STREAM	Administration Stream
CLASSIFICATION	AL 3 – 0.6 FTE

1. POSITION PURPOSE

The ICT Support Officer is responsible for the ongoing support and assistance with maintenance of Orana's ICT system computer hardware, software, infrastructure, mobile telephones, backups, database integrity and assisting to identify, facilitate and support business improvement within Orana.

2. POSITION RESPONSIBILITIES

- Responsible for the delivery of ICT support and maintenance of Orana's PC hardware and software, work closely with Orana's external providers of network infrastructure and maintenance, administration, backups and database integrity.
- Provide high level support, monitoring and administration of:
 - ICT equipment, including switches, hubs, routers and communication protocols;
 - PC Hardware and Software Troubleshooting
 - Network system management
 - Corporate software applications and databases.
 - External suppliers for fault rectification on all ICT assets
 - All Mobile telephones
 - Act as the primary phone contact for all staff
 - Provide first level support including incident recording, resolution where possible (including remote support), and escalation, across a variety of computing and communications environments while adhering to established incident management processes
 - Assist staff with password management for network and other defined business systems
 - Liaises with external service providers for incident resolution of ICT applications facilities
 - Assist in change management activities
- Monitor reports from external service providers of Orana's network infrastructure on the performance and management of Information Technology equipment.
- Provide project support on the implementation of key information management and technology projects.
- Provide input and support strategically in planning for new, replacement and upgraded equipment.
- Support users in the resolution of problems and difficulties with regard to the use of Information Computer Technology hardware and software.

- Assist with the development and review of Information Computer Technology related policies, practices and procedures.
- Establish and maintain the ICT Asset Register.

Special Conditions/Requirements

- Occasional out of hours work and intrastate travel may be required.
- Orana Incorporated may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Driver's licence and willingness if needed to use own vehicle for Orana business.
- Provide a satisfactory recent National Police Clearance Certificate as per organisational policy.

3. OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

All staff have a legal obligation to take steps to protect themselves from risks to health and safety and make sure they do not cause a risk to others through any action or omission.

In particular, all Staffs are responsible for:

- The reporting of all hazards and incidents (including near misses) to their supervisor;
- Carrying out their roles and responsibilities as identified in Orana Incorporated's Occupational Health and Safety policies and procedures including using and maintaining safety devices and personal protective equipment (PPE) correctly;
- Actively participating in training provided to protect their health and safety whilst at work;
- Not undertaking any task unless they have been trained & deemed competent by an authorised person;
- Following reasonable instructions and following Standard Operation Procedures designed to protect their health and safety and the health and safety of others, and
- Actively participating in rehabilitation and return to work programs.

4. PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievement is in accordance with Orana's Strategic and Operational Business Plans, and the incumbent's Performance Agreement Review Plan
- The extent to which position responsibilities are achieved
- The degree of professionalism, flexibility displayed
- Reliability, quality, efficiency and courteousness of services delivered
- Effective teamwork and contribution to the achievement of team goals

5. TECHNICAL/SPECIALIST SKILLS & KNOWLEDGE

- Experience in Service Desk Servicing with a multi site ICT environment
- Advanced knowledge of Microsoft Windows and Office 2010 and the ability to configure this environment and software running within the Windows environment
- Demonstrated customer relationship management skills
- Proven fault finding skills in a multi site ICT environment
- Proven effective oral and written communication skills
- Demonstrated good interpersonal skills and the ability to work as a member of a team
- Strong telephone manner and an ability to analyse and prioritise an issue

5. ESSENTIAL EXPERIENCE

- Experience working as an ICT Support Officer or equivalent in a similar environment

- Demonstrated significant technical experience in support & administration of:
 - Windows 2000, XP & above, MS Office, Outlook, Internet Explorer
 - Windows Exchange and Terminal Servers
 - Virtualised/cloud based environment
 - Firewall & Intranet Systems
- Experience supporting corporate Finance (Sage) and Human Resource Systems (HR3)
- Understanding of project management and good business principles and practices

6. DESIRABLE EXPERIENCE

- Tertiary qualifications in computer science or equivalent
- Microsoft Certification (MCSE or similar)
- Experience in assisting with developing, implementing, and reviewing information, communication and technology strategies and policies
- A broad knowledge of ICT trends and directions

PRESENT INCUMBENT NAME : **Vacant**

PRESENT INCUMBENT SIGNED :

DATE OF APPOINTMENT :

WRITTEN BY : **Narelle Jeffery**

VERSION NO : **002**

VERSION ISSUE DATE : **December 2011**

NEXT REVIEW DATE : **December 2012**

CEO APPROVAL : **Nicholas Mihalaras**