

POSITION DESCRIPTION

Position Title	ICT Support Officer		
Team	Corporate Services Team		
Classification	SCHADS Level 5	Employment Status	3-year Fixed Term contract
Position reports to	Director Corporate Services		
Location	South East Melbourne		

A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC), is a not for profit organisation. SMRC was established in 1993 and is governed by an elected Board of Directors. The SMRC provides a range of community based services for migrants and refugees in the Southern Region of Melbourne. Staff teams consist of Service Access, Active Wellbeing, Community Strengthening, Diverse Care and Corporate Services.

SMRC staff members work closely with migrant and refugee communities, leaders, service networks and organisations, local government and business. It is the responsibility of all staff to represent the organisation as a professional and client focused organisation and promote its range of services and programs.

B. Role Purpose

The ICT Support Officer provides onsite and remote desktop support as well as server support to staff and volunteers. It includes system maintenance, security compliance & development and end user training and support.

This position also assists the development and deployment of SMRC ICT infrastructure.

C. Key Responsibilities

Service Delivery

- Monitor and maintain network system, client computers, smart phones and ICT equipment
- Manage and maintain Activity Directory, DNS and other services
- Manage SMRC ICT infrastructure
- Create and update ICT documents and records
- Support and maintain Windows Server 2012
- Support Office 365
- Diagnose and resolve ICT related issues and pro-actively provide information to users on the progress of outstanding support calls and enquiries.
- Provide high quality support, demonstration and training in the use of ICT equipment and software.
- Liaise with equipment vendors and software developers regarding external support.
- Support the development and deployment of ICT infrastructure, applications and equipment.
- Log support calls and document their outcomes, including analysing common trends.
- Identify areas of improvement and opportunity in the use of ICT by the SMRC.

General duties and responsibilities

- Respond to hazard identification and incident reporting promptly, and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the Corporate Services Manager, and commensurate with the scope and classification of the position.

D. Person Specification

Qualifications

- Relevant degree or equivalent qualification in Information Technology
- Microsoft Certification (minimum MCSA) and Network Certification (CCNA)

Key Knowledge Areas

- Office 365 and MS SharePoint
- SQL server and database management
- Previous experience in a Network Administrator position
- Project management experience; capacity to manage diverse multi-faceted IT projects when required.
- Ability to resolve network and infrastructure issues
- Ability to offer technical support to Level 1 to Level 3 queries
- Experience with Routing/Switching technologies and firewalls

Desirable

- Knowledge of Carelink or similar Client Management System
- MYOB

E. Key Selection Criteria

Essential Capabilities

Professionalism

- Time Management - Demonstrates punctuality and meets agreed schedules and timelines

Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues

Leadership and team work

- Team dynamics - Openly shares information, participates and contributes to team discussions

Change and responsiveness

- Change Management - Maintains a positive approach to change and adapts to new or different ways of working

Special capabilities

Resources, assets and sustainability

- Equipment and assets - Takes care when using and maintaining equipment and aids
- Sustainability - Uses resources appropriately and supports organisation's sustainability protocols

Program management and policy development

- Program development - Performs own role and responsibilities efficiently to contribute to program and project outcomes
- Achieving results - Supports program and project team members to achieve defined outcomes

Governance and compliance

- Risk Management – Ensures that risks are identified and reported in own work context.

F. Personal attributes for this position

- **Culturally aware-** Respects difference in all forms. Values diversity as a strength and Positively utilises diversity.
 - **Creative and innovative** - Is open to change and alternatives. Generates options and ideas
 - **Collaborative** - Engenders a spirit of teamwork
 - **Resilient** - Learns from experience and identifies areas for self-development
 - **Client/member focused** - Aims for best outcomes for clients and members. Is outcome focused

G. Staff reporting to this position

None

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer

All employees of SMRC are required to follow common conditions of employment. These are outlined in the SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- SMRC Values & Behaviours- **Diversity** **Respect** **Empowerment** **Participation** **Resilience**

I. Important Information

SMRC offers:

Salary Package: Employees have the option to access salary package through an external provider. Staff on a full time or part time contracts can access this very generous provision of \$15,899 tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's day, up to 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development relate to their field of work.

All appointments to the SMRC are subject to the following checks

- Reference checks
- Criminal record check (Police Check)
- Working with Children Check

Please visit the SMRC website on www.smrc.org.au for further information or email hr@smrc.org.au

J. Employee Signature

I have read, understood and accept the above position description

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date