

Position Title:	Information Technology Support Officer
Business Unit:	Corporate Services
Position Location:	Head Office
Position Reports To:	Information Technology Manager
Direct Reports:	Nil
Award Classification:	Salary

Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.

Purpose of the position:

1. To provide general IT support to staff for software and hardware related issues.

Position Duties and Responsibilities:

1. Provide technical support, guidance and solutions in the use of technical systems.
2. Monitor IT help desk operations and ensure issues are managed to solution.
3. Respond to help desk tickets, IT queries and issues as required.
4. Monitor and undertake fault finding activities with equipment and systems as required.
5. Assist in backup and recovery activities.
6. Assist in projects and planning activities as required.
7. Implement hardware and software builds.
8. Monitor performance, system and network testing to identify network needs and recommend strategies and updates as required.
9. Research and keep abreast of technological advances, service level standards, industry trends, and relevant technical skills.
10. Maintain organisational-wide IT assets records.
11. Build a thorough understanding of the IT industry to assist in developing a career direction within the industry based on experience.

General Accountabilities:

1. Demonstrate the Joblink Plus Vision, Mission and Values.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
4. Minimise the company's exposure to risk.
5. Ensure consistent delivery of the highest level of customer service.
6. Deliver agreed outcomes, on time and in accordance with best practice principles.
7. Develop an organisation environment that values and rewards integrity, trust and innovation.

8. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
9. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
10. Apply continuous improvement principles and practices to all aspects of operation.
11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).

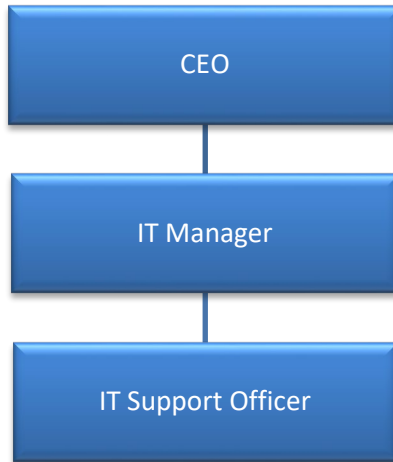
Essential Competencies

Skills	Written and verbal communication, able to build rapport and sustain working relationships Time management, able to multitask and meet strict deadlines Research & analysis Problem solving & logical thinking Sound judgement & decision making Data entry and excellent attention to detail Administration, reporting, computer applications, MS Office Suite		
Behavioural	Resilience Integrity Initiative	Teamwork Autonomy Driven	Organised Professional Flexible & Adaptable
Knowledge	Sound Understanding of IT Principles Windows operating systems both server and desk top Data network technologies Privacy and confidentiality principles		
Qualifications	Certificate III in Information Technology		
Experience	Minimum three (3) years' experience in an IT related field Working towards KPIs and/or targets		
Licences	Current Australian Class C drivers licence		

Desirable Attributes

Qualifications	Certificate IV in Information Technology.
Experience	Providing IT support to geographically dispersed locations. Working with software related to the employment services industry such as ESS, Bridge and YATMIS

Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this position description and understand my role, duties and responsibilities.

Name

Signature

Date