

Position Title:	Information Technology Support Trainee
Business Unit:	Corporate Services
Position Location:	Head Office
Position Reports To:	Information Technology Manager
Direct Reports:	Nil
Award Classification:	National Training Wage

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.
2. To complete a Certificate IV Information Technology.

Position Duties and Responsibilities:

1. Provide technical support, guidance and solutions in the use of technical systems.
2. Respond to help desk tickets, IT queries and issues as required.
3. Assist the IT Team to monitor and undertake fault finding activities with equipment and systems as required.
4. Assist in backup and recovery activities.
5. Assist in projects and planning activities as required.
6. Assist in hardware and software builds.
7. Monitor performance, system and network testing to identify network needs as directed.
8. Research and keep abreast of technological advances, service level standards, industry trends, and relevant technical skills.
9. Assist in the maintenance IT assets records.
10. Document organisational IT policies and processes as required.
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).

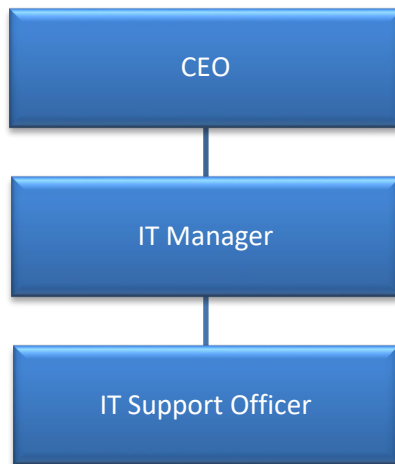
Essential Competencies

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 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	Windows operating systems Privacy and confidentiality principles		
Experience	Customer Service environment Working towards KPIs and/or targets		
Licences	Current Australian Class C or Provisional drivers licence		

Desirable Attributes

Experience	IT related field
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Organisational Structure



Acknowledgement:

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

Name

Signature

Date