

JOB CODE: 02.005.01
JOB TITLE: ICT Technical Support Operator
PROGRAM/SECTION: Corporate Services (Information Communications Technology)
REPORTS TO: ICT Business Team Leader
AWARD: Labour Market Assistance Industry Award 2010
CLASSIFICATION: Administration Officer
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

Who are we? As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

What is our vision? To lead the community in pioneering improved life opportunities

What is our mission? Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

What are our values? What do we expect from our staff and what do our clients expect from us?

Trust we are honest, accountable to our community and transparent in our actions

Empowerment in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

Relevance we serve our community’s needs through a contemporary individual choice based approach to community service

Compassion we are caring and understanding in our support of people in our community

Inclusiveness we believe that diversity in our community makes us stronger and provide equal opportunity to all



OVERVIEW:

The ICT Technical Support Operator will provide Tier 1 support to users that provides information, assistance and support to users to solve reported issues, install software and tools, manage general administrative issues and prepare summary reports.

This role will also assist the ICT Business Team Leader to troubleshoot and resolve issues of moderate complexity across the organisations' ICT.

MAIN DUTIES/RESPONSIBILITIES:

- Utilising a Customer service mantra, provide Tier 1 frontline support by effectively solving technical and application problems, either over the phone, remote access or in person.
- Escalate issues, keep informed, advise and receive instructions
- Use and apply technical knowledge to diagnose faults to computer hardware or software including mobility support
- Install, maintain and configure computer hardware operating systems and applications
- Contribute to the development of reference materials to assist the ICT support community through maintenance of documentation on system configurations and technical processes
- Ensure required controls are adhered to without compromising responsiveness and availability
- Encourage customers and internal stakeholders to follow procedures and processes when logging incidents and requesting changes
- Assist with the monitoring of the performance of systems to limit or prevent loss of service
- Be willing to seek out input from others and share own ideas to achieve best outcomes
- Provide assistance with the identification of potential issues and to collaboratively propose solutions
- Support the implementation and development of business process improvements within the organisation
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms and applications
- Take reasonable care for personal health and safety in the workplace and that of others

COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Proven past experience in information technology applications
- Highly developed computer skills with proficient use in Microsoft Office applications
- Demonstrated problem solving skills
- The ability to prioritise, be attentive to details, maintain confidentiality, and provide exceptional service
- Excellent listening, written and verbal communication skills with the ability to relate to staff across the organisation
- Willingness to share knowledge and to value and display respect for others actions and opinions



Desirable

- Qualification in Information Technology

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

