

## Position Description – Information Technology Support Officer

<b>Position Title</b>	Information Technology Support Officer
<b>Department</b>	Corporate Services
<b>Reports To</b>	Information Technology Manager
<b>Location</b>	Moorooka

### Position Purpose

Provide support to the IT Manager in the areas of workstation end user support, documentation, server support, network support and other requirements that may arise.

### Position – Key Result Areas

The key results area for this position is supporting end users, including staff training around Microsoft office application. Maintaining documentation and asset registers, as well as support for telephony systems and general network support.

General responsibilities include following Deaf Connect workplace health and safety and quality management policies and procedures.

### Accountability [1-4]

<b>Has direct responsibility over</b> [1]	<b>Recommends, advises, interprets</b> [2]
<b>Shares responsibility with others</b> [3]	<b>Provides information</b> [4]

### End User Support

[2]

- Assist end users in their interactions with the IT systems across a number of different sites. These include end users working in Queensland regional offices, the Art Union in Stafford, and Deaf Connect in Moorooka.
- Assist with security of the systems.
- Provide issue resolution support at this level that also includes network printer support, telephones, video conferencing, and other devices.
- Provide one-to-one staff training at the Microsoft office application, and work station operating system level.
- Set up equipment that will support meetings, and seminars that take place in the organisations.
- Respond to the requests posted in and electronic help desk for the organisation, in a timely manner. Maintain the log of requests. Responsibility for timely response and co-ordination across the organisations.
- Provide trouble general shooting support at level one.
- Maintain and tidy up work area, and storage rooms.
- Provide one-to-one staff training at the Microsoft office application, and work station operating system level.

### Documentation

[4]

- Document common procedures that assist problem solving and configuration scenarios.
- Report back to the IT manager if any critical issues are emerging that may affect our business continuity.
- Maintain asset registers for our software licenses, and hardware.

- Maintain schematic diagrams of all our networks including local area networks of each site, as well as up to date Wide Area Network diagram.

### Telephony

[3]

- Support the operations of a hybrid telephone system that includes a mix of digital and VOIP technologies over multiple sites.

### Network Support

[3]

- Support the continuing operations of our Local Area Networks and Wide Area network.
- Applying trouble shooting techniques to level one support.
- Producing reports and diagrams for management.

### General

[1] [3]

- Participation in whole of organisation and team meetings.
- Participate in the development and review of policies and procedures.
- Working as part of the Business Services team to achieve outcomes required by the organisation.
- Understand and work within the relevant parts of the Deaf Services quality management system.
- Comply with Deaf services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury.
- Other duties as directed by the IT Manager.

### Decision Making

Decisions	Recommendations
Consultation with end users and various stake holders	
Working within the operational plan.	

### Primary Relationships

Internally	Purpose
Information Technology Manager	Line management, operational direction and advice.
All Staff	Collaboration of areas of responsibility.
External	Purpose
Members of Deaf Community	Consultation and support.
Hard of hearing Individuals	Consultation and support.
Deaf Connects' Stakeholders	Consultation and support.

### Persons or functions that report to the position holder:

- Nil

### Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

N = None	L = Little Need	D = Desirable
M = Moderate	I = Important	C = Critical

	N	L	D	M	I	C
<b>Innovating</b>			*			
<b>Planning</b>					*	
<b>Organising</b>					*	
<b>Financial Management</b>		*				
<b>Customer/Client Orientation</b>					*	
<b>Administration</b>					*	
<b>Auslan</b>				*		
<b>Vision</b>				*		
<b>Data Gathering</b>						*
<b>Evaluation</b>					*	
<b>Problem Solving</b>					*	
<b>Deciding</b>				*		
<b>Implementing</b>					*	
<b>Communicating</b>						*
<b>Lobbying</b>	*					
<b>Negotiating</b>			*			
<b>Consulting</b>			*			
<b>Participating</b>						*

## Selection Criteria

### Essential

- Demonstrated technical skills, tertiary qualifications.
- Knowledge of information technology concepts and techniques, particularly in the areas of: hardware, software, in-house network and systems support and some knowledge of server maintenance.
- Well-developed oral and written communication skills including the ability to provide clear explanations regarding information technology issues.
- Demonstrated ability to manage workloads to meet deadlines and the capacity to work in a team environment.
- Well-developed problem-solving skills, initiative, and the ability at times to work with minimal supervision.

### Desirable

- Previous experience working with the community sector.

### Salary

Salary will be based on qualifications and level of experience. Salary packaging will also be available.

**Please sign below your agreement of the above position description.**

Name \_\_\_\_\_ Signature\_\_\_\_\_

Date \_\_\_\_\_