



## POSITION DESCRIPTION

Position Title	IT Support Technician
Reporting to	IT Systems and Support Officer
Liaises with internally	All Staff
Liaises with externally	External IT contractors, telecommunications and videoconferencing providers, external contractors and suppliers.
Purpose of the position	<p>The IT Support Technician works within the SCMSAC IT Team to maintain the functioning of information technology systems within SCMSAC. The role requires a strong and up to date knowledge of computer technologies, including operating systems, internet-based applications, security and backup systems, network configuration, cyber security measures, and scripting. Demonstrated competence in other technologies, such as mobile device applications, is also expected.</p> <p>The IT Support Technician also works collaboratively with our IT Managed Services contractor, and other IT related services, to provide 'on-the-ground' support for tasks that primarily fall outside the scope of the Managed Services Agreement.</p>
Selection Criteria	<p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Certificate IV in IT Support or Computer Systems Technology or equivalent experience.</li> <li>• Sound knowledge of computer troubleshooting, networking, and security requirements.</li> <li>• Ability to install and administer computer hardware, software and networks.</li> <li>• Demonstrated computer proficiency including the use of all Microsoft Office applications and client record and data management systems.</li> <li>• Strong and current knowledge of operating systems, internet-based applications, security and backup systems, network configuration, cyber security measures, and scripting. Demonstrated competence in other technologies, such as mobile device applications, is also expected.</li> <li>• Strong analytical and problem-solving skills.</li> <li>• Excellent communication skills including written and verbal communication with the ability to interact with a variety of people.</li> <li>• Effective time management skills and the ability to work to strict deadlines.</li> <li>• Demonstrated flexibility and capacity to prioritise competing demands</li> </ul>

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	<ul style="list-style-type: none"> <li>• Current Working with Children Check and National Police Check.</li> <li>• Current Drivers Licence.</li> <li>• Being vaccinated against Covid-19 is an inherent requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots.</li> </ul> <p><b>Desirable Criteria</b></p> <ul style="list-style-type: none"> <li>• Aboriginality*</li> </ul>
Behaviours Required	<ol style="list-style-type: none"> <li>1 Innovative and strategic thinking</li> <li>2 Client focused</li> <li>3 Solutions driven</li> <li>4 Honesty and Integrity</li> <li>5 Self-motivated</li> </ol>
Organisational Values	<ol style="list-style-type: none"> <li>1 Deliver excellence through quality service provision, collaboration and measuring outcomes.</li> <li>2 Be passionate, caring and respectful in everything that we do.</li> <li>3 Be a socially responsible, culturally supportive presence in each of our communities.</li> <li>4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better.</li> <li>5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes.</li> <li>6 Contribute to shared learning through research and partnerships.</li> </ol>
Key Performance Indicators	<p><b>Day to Day / General</b></p> <ul style="list-style-type: none"> <li>• Review and update the IT Systems Support Tickets, ensuring that completed tickets are closed within 48 hours of the ticket being completed.</li> <li>• Data cleansing of employee workstations, within 48 hours of receipt.</li> <li>• Set up, install and configure hardware, software and other network components.</li> <li>• Run computer diagnostics, identify problems, and perform tests on computer programs and equipment.</li> <li>• Assist with decommissioning and replacing SCMSAC systems and infrastructure as required.</li> <li>• Work in conjunction with other staff, including Human Resources to on-board new employees or assist with internal transfers.</li> <li>• Manage all software within SCMSAC including, but not limited to Office 365, SharePoint and print services, to ensure software is up to</li> </ul>

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	<p>date and information within these systems are accurate, including the management of licences.</p> <ul style="list-style-type: none"> <li>• Maintain IP phone systems and video conferencing function in conjunction with third party carrier providers and phone systems support companies.</li> <li>• Maintain an accurate inventory of all IT assets including workstations, display devices, printers, scanners, and other peripheral equipment, within 48 hours of purchase/decommissioning.</li> <li>• Proactively maintain cyber security and monitoring of all SCMSAC systems.</li> <li>• Review and test the SCMSAC Disaster Recovery Plan annually.</li> <li>• Work with third party providers and contractors, including SCMSAC's managed services supplier, to meet SCMSAC's technological and systemic advancements.</li> <li>• Attend relevant meetings. Be punctual, prepared, and ready to participate.</li> <li>• Actively participate in monthly documented support and supervision sessions.</li> <li>• Participate in annual performance review.</li> <li>• Other duties as reasonably directed by the CEO or delegate.</li> </ul> <p><b>Communication and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Maintain client confidentiality.</li> <li>• Communicate in a professional and respectful manner.</li> <li>• Report matters in line with SCMSAC's Notifiable Events Policy.</li> <li>• Participate in decision-making and joint problem solving.</li> <li>• Build positive partnerships, both internally and externally.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Utilise IT Systems and equipment in line with SCMSAC policy and procedure.</li> <li>• Collect and analyse data, specific to your role.</li> </ul> <p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Actively participate in organisational continuous quality improvement initiatives.</li> <li>• Actively participate in the implementation of outcomes from program quality audits.</li> <li>• Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day-to-day role.</li> </ul> <p><b>Child Safety</b></p>

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	<ul style="list-style-type: none"> <li>• Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure.</li> <li>• Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure.</li> </ul> <p><b>Workplace Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Adhere to WHS obligations as outlined in our WHS Policies/Procedures.</li> <li>• Comply with relevant PPE requirements for your role.</li> <li>• Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.</li> </ul>

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

**Employee Acceptance**

I, \_\_\_\_\_, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

Name/Role	Signature	Date
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