

## POSITION DESCRIPTION

Business unit:	Corporate
Position title:	IT Support Officer
Position classification / level:	OO3
Employment type:	Full Time
Hours & duration:	38 hour a week
Reporting to:	IT Manager
Date position reviewed:	December 2022

### Primary Purpose – Vision, Mission and Strategy

The vision for Language Disorder Australia is to ensure extraordinary outcomes, beyond what anyone imagined possible, for children and young people with Language Disorder.

Our mission is to educate, support and advocate for children and young people with Language Disorder, so they can connect, belong and achieve.

The role of the IT Support Officer is responsible for onsite first-level support. The role assists all end users to utilise ICT infrastructure including AV, which meets the educational and business requirements of Language Disorder Australia.

### Working Relationships

- The IT Support Officer reports to the IT Manager.
- The IT Support Officer will develop and maintain effective working relationships with all managers, employees and worker types at Language Disorder Australia as well as with external Stakeholders, including but not limited to:

#### Internal

- Leaders and Managers
- Employees
- Contractors
- Volunteers
- Students

#### External

- Suppliers
- Parents/ Caregivers

### Language Disorder Australia Vision, Mission, and Values

Our values are:

**Service** – We put the interests of others above our own and actively seek out opportunities to help.

**Passion** – We love what we do and show this through our enthusiasm, energy and positive mindset.

**Excellence** – We have high expectations of ourselves and each other, and continually strive to be better tomorrow than we were today.

**Accountability** – We accept responsibility, do what is expected of us and are answerable to each other.

**Kindness** – We are friendly, generous, and considerate in everything we do.

**Empowerment** – We deliberately enable others, develop their agency and voice, and are committed to their success.

**Respect** – We show through our everyday actions that we value others as unique individuals, entitled to our high regard and dignity, honouring their difference and contribution.

### Main duties and responsibilities

The IT Support Officer provides quality reactive and proactive IT services to staff and students.

The IT Support Officer will assist in the implementation of the ICT strategy as required and take ownership of support issues through to successful resolution under the guidance of the IT Manager.

The main duties and responsibilities include:

- Support staff and students as first point of contact for IT services.
- Assist across all areas of the organisation with user account creation.
- Monitoring of helpdesk ticketing and escalation as required.
- Liaise with manufacturer / support companies for warranty repair of IT / AV equipment.
- Comply with relevant WHS legislation, policies and procedures.
- Complete other tasks as directed by the IT Manager.

## Qualifications, knowledge, skills and experience

### Qualifications

Essential:

- Experience in the ICT industry in a support-based role.

Desirable:

- Experience in an educational environment.

### Knowledge, skills and experience

Essential:

- Demonstrated technical abilities in IT and AV.
- Knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking.
- Experience supporting Windows-based operating systems.
- Experience with Apple iOS-based operating system.
- Proficient in the use of Microsoft 365, and other educational cloud-based applications and services.
- Excellent customer service approach.
- Strong Teamwork and an ability to work autonomously
- Attention to detail and ability to prioritise work schedules by being self-directed and self-motivated.

## Mandatory Requirements

- A current Blue Card or Exemption Card (working with children check) or other acceptable evidence.
- Driver's License.
- Fully up to date Covid vaccinations and boosters.

## Signature

I have read and understood the attached position description. I have signed below to indicate my understanding.

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Print name: \_\_\_\_\_