

Position description

Position title:	ICT Support Officer Level 3
Salary:	TRP \$91,619 per annum including superannuation and the estimated benefit of full optional salary packaging Cash Salary - \$74,704 per annum Superannuation 9.5% of cash salary Gross value of full benefit of optional salary packaging - up to \$9,818
Classification:	Grade 3 (HS3)
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Hours:	76 hours per fortnight (or 80 per fortnight with an ADO every four weeks)
Position tenure:	Permanent full time
Employee benefits:	<ul style="list-style-type: none"> • Generous Salary Packaging (including novated lease) • Access to Discount Private Health Insurance • ADO option available for full time employees
Location:	Morwell
Reports to:	Manager Information, Communications and Technology
Program:	Information, Communications Technology

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

Your role is part of a support team covering business requirements across all departments and site locations of the business. As a senior member, your experience, knowledge and skills will be required to solve challenging issues and to assist other members of the team as required.

The role includes a wide variety of responsibilities with continual challenges to resolve. Your capabilities will be pushed and developed, providing stimulation, professional learning and personal growth. You will have good skills that include good written and verbal communication, time management and the ability to deliver high quality projects within the time frames set.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

Reporting to the Manager Information and Communication Technology the ICT Support Officer Level 3 position is a senior role within the ICT support team. As the ICT Support Officer Level 3 you shall be committed to meeting the support requirements of the business, have a strong ability to learn new systems, and develop improvements that assist the team in meeting its objectives.

The ICT Support Officer Level 3 shall have skills that include managing escalated support requirements, understanding the various technologies implemented, ensuring business requirements are met within the allocated SLA.

Where assigned the ICT Support Officer Level 3 shall be responsible for the daily operation of allocated support areas, ensuring processes and documentation are in place and adhered to. This role shall ensure relevant support KPI's for the assigned areas in conjunction with reporting requirements are met.

Key objectives, duties and responsibilities

First area of duties

1. Undertake the direction and guidance of the Manager Information & Communication Technology.
2. Provide a high standard of senior level ICT technical and support skills.
3. Lead and coordinate ICT projects and support activities across designated regional areas.
4. Have a high level of comprehensive knowledge to support the following:
 - NDIS services
 - Cisco Call Manager and ARC phone services
 - Video conferencing solution implemented at LCHS
 - Support requirements for Network infrastructure and associated equipment
 - Active directory
 - PowerShell scripting services
 - Build and deployment services for computers
 - User management via Exchange Server

Second area of duties

5. Respond to Service Desk requests relevant to the role and provide assistance based on service level agreements at senior level.
6. Lead by example and uphold the principles of the Service Desk team, ensuring all SLA's and customer support levels are met.
7. Lead in the delivery of ICT projects at a high standard and in a timely manner using standard project practices employed at LCHS.

Third area of responsibility

8. Implementation of security protocols across the user computing environment, along with integration into the overall security model.
9. Undertake site visits including support and deployment activities. May include overnight stays as necessary.
10. Provide high standard training and feedback to other team members
11. Provide recommendations to LCHS leaders for ICT relevant training for their staff.
12. Provide high level training and/or documentation to LCHS staff in the use of information technology

Fourth area of responsibility

13. Building and deployment of ICT equipment to LCHS staff.
14. Ensure asset management processes are followed and accurate at all times.
15. Maintain a high level of service desk knowledge base and associated documentation.
16. Display an understanding of and commitment to all relevant ICT policies and procedures of the organisation.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. Demonstrated extensive level of technical skills in all areas listed within Key Objectives, Duties and Responsibilities section.
2. Demonstrated high level of operational experience working in a service desk environment.
3. Demonstrated service focused skills with an ability to work in a team environment.
4. Demonstrated high level of technical and business documentation skills.
5. Demonstrated experience of project management skills.
6. Proven excellent verbal, written and interpersonal skills.
7. Demonstrated ability to prioritise work to ensure key objectives are achieved in a timely manner.

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. Tertiary qualifications in IT and or a related discipline
2. Demonstrated experience working in a service desk support environment, with minimum of one years' experience at an equivalent level to this role
3. Active Directory management experience
4. A Current Victorian driver licence
5. Experience using powershell or other development tools.

Organisation Requirements

1. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
2. Latrobe Community Health Service is a child-safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.
3. Prior to appointment, a police record check will be undertaken. This will be updated every three years.
4. Prior to appointment, credentialing documentation must be completed and verified.
5. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
6. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

Approved (Job title):	Executive Director Corporate
Date:	25 March 2021

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /