

ICT Support Officer

POSITION DESCRIPTION



Position Details	
Position Title:	ICT Support Officer
Position Program:	IT systems and Facilities
Position Stream:	Business Operations and Systems
Work Location(s):	Office Locations:
	317-319 Barkly Street, Footscray, VIC, 3011
	Other Location/s as Required:
	May be required to work from approved remote work sites.
GenWest EA 2017 Classification:	Level 4
	Important Note
	Positions are provisionally assigned to a specific level and pay point range based on the characteristics, responsibilities, and requirements of the position. The specific level and pay point of the successful applicant will be assigned commensurate with their qualifications and experience and will be detailed in the employment contract.
Reporting To:	Manager, IT and Facilities
Exemption:	VCAT Exemption No. H119/2017 (subject to Equal Opportunity Act 2010)

GENWEST – ABOUT US

GenWest (formerly WHW) is an organisation in Melbourne’s western suburbs working towards gender equity. We help people who are experiencing family violence. We support communities to lead safe and healthy lives, by running social and health education programs. We also work with other organisations and councils to advocate for equal rights and the prevention of family violence.

Our clients represent the diverse people of Melbourne’s west. This includes women, LGBTIQ+ people, First Nations peoples, people with disability, migrant and refugee communities, children, young people and older people.

OUR VALUES, PRINCIPLES, AND BEHAVIOURS

- **Freedom:** We centre freedom from oppression, discrimination, and violence in all our work. We take aim work in ways that promote freedom, and we take responsibility for our work and our actions.
- **Connection:** We focus on connection to ourselves, each other, our clients, the community, the land, and the environment. Connection is key to achieving our purpose. We believe in the strength of belonging, of being inclusive and in working together to achieve change.

- **Resistance:** We uphold human rights and in solidarity, work together to challenge injustice and transform lives for the better.
- **Love:** We practice fierce, revolutionary love. We treat each other with respect, kindness and compassion and are committed to creating an environment where all feel seen, heard and valued.
- **Creativity:** We embrace creativity and curiosity. We reflect, ask questions, listen, and enjoy learning. When times are challenging, we look for opportunities to learn and to grow.

1. STREAM PURPOSE

The ICT Support Officer reports to the Manager – IT and Facilities and is part of the team responsible for providing support to the organisation’s daily operational needs and support strategic project implementation.

2. ROLE CONTEXT AND CORE PURPOSE

This position is responsible for providing a range of operational and administrative services with a particular focus on information technology. Using excellent interpersonal and organisational skills, this position is responsible for customer support via helpdesk queries, support in the ICT systems administration, and training staff in the use of these systems.

This role, therefore, involves liaison with a diverse range of people, including GenWest staff and external account managers. The ability to manage competing demands and to prioritise tasks and workloads is a requirement of this role. This position is expected to contribute to a culture of collective learning and collaborative work practices, including respectful and positive community within the team and organisation.

3. KEY STAKEHOLDERS AND COLLABORATIONS

Internal

- Manager IT and Facilities
- Director – Business Operations
- All staff within streams;
 - Quality and Risk
 - People and Culture
 - Finance
 - IT and Operations

External

- Community Members
- Contract companies/service providers

4. ROLE CORE RESPONSIBILITIES

#	Core Responsibilities	Success Measures
1	Provide Customer support – ICT, software and facilities	<ul style="list-style-type: none"> • Provide efficient management of the IT help desk requests to ensure staff support requests are addressed in a timely manner • Liaise with ICT Coordinator to ensure effective maintenance and upgrades of ICT is performed as required • Attend to offices and homes across Melbourne for computer set up and instalments • Comfortable being courteous of individuals while entering their home to carry out the duties of this role. • Set up staff workstation with required equipment (including desk, chair, computer, telephone) and access to software as required • Support the Operations Coordinator with fleet and asset management
2	Systems support and development – ICT software	<ul style="list-style-type: none"> • WordPress/Intranet content development • Proactively research and propose more efficient methods, may include technology support. • Project management support to assist with meeting the strategic goals and objectives of GenWest. • Develop and mature GenWest’s use of systems, including but not limited to: <ul style="list-style-type: none"> - Monday.com - Microsoft Office 365 products: Word, Excel, Outlook, etc - OneDrive, Teams and SharePoint - Freshdesk - Who’s On Location
3	End user training and development – ICT software and Mobile Devices	<ul style="list-style-type: none"> • Support the end users in the use of GenWest software suite • Provide troubleshooting tips and adhoc training to support a more technologically confident workforce.
4	Collaborate with all GenWest staff via teamwork	<ul style="list-style-type: none"> • Promote a culture of collective learning and collaborative work practice, including respectful and positive communication within team/organisation • Active participation at staff, team and other relevant meetings, planning days and events • Facilitate links between your team and the whole organisation through active participation in cross team activities, professional development and relevant committees • Apply a thorough understanding of relevant theories, principles and concepts to solve problems and enhance teamwork and collaboration

		<ul style="list-style-type: none"> • Maintain confidentiality on all topics relating to the organisation, service users and colleagues. • Deputy Chief Fire Warden
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5. ORGANISATIONAL CULTURAL CITIZENSHIP RESPONSIBILITIES

All staff are required to support, enact, and operate in accordance with our organisational citizenship responsibilities:

- Build an awareness and appreciation of our shared organisational values, model and enact the values, behaviours, and principles through work applications and associated practices.
- Actively engage with, endorse, and contribute to the development and achievement of team, stream, and organisational goals and objectives.
- Work in a culturally safe manner and acknowledge and pay respect to the traditional owners of the land upon which GenWest is situated and conducts events.
- Contribute to and support our Reconciliation Action Plan, and Rainbow Tick Action Plan.
- Maintain and support a working knowledge of anti-oppressive and trauma-informed work practices.
- Support and enact leadership at all levels, including practicing non-violent communication, and meaningful contribution, collaboration, and consultation.

6. KEY SELECTION CRITERIA

1. Tertiary qualifications in IT areas or equivalent experience (minimum of 2 years) working in related position involving IT helpdesk support level 1
2. Knowledge and understanding of workplace health and safety obligations
3. Developed communication and information recording skills
4. Ability to make sound judgements and demonstrate initiative
5. Ability to work autonomously and as a member of a team
6. Current police check is required prior to commencement
7. Working with Children Check is required
8. A driver licence is required
9. Aboriginal and Torres Strait Islander, and those who speak languages other than English are encouraged to apply.

7. KEY CHARACTERISTICS REQUIRED

Key characteristics are the psychological and physical demands of the role. Below are the key characteristics (psychological and physical) required to perform the role successfully. GenWest will provide additional supports where reasonably possible (please speak to either the recruiting manager or people and culture representative):

1. Operate effectively and proactively with diverse workforce and internal and external stakeholders
2. Respond in a proactive manner to challenging workloads and competing priorities.
3. Able to sit at a desk, in meetings and work off computer screens for extended periods of time.
4. Work in different and unstructured locations.
5. Interact with members of the public who may present challenging behaviours.

6. Drive vehicles across variable traffic and weather conditions.
7. In the context of work health and safety, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety or that of others. All incidents and injuries must be reported and staff must co-operate with any measures introduced in the workplace to improve WH&S.

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed biennially as part of the annual appraisal process, when the position becomes vacant, or as deemed necessary.

ACKNOWLEDGEMENT

I declare that I have read and understood the requirements of this position, discussed any queries or concerns with the respective manager at GenWest, and feel that I am able to fulfill the requirements of this position.

Employee Name:	Signature:	Date: