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| Position title | IT Support Officer |
| Division | OCE |
| Classification | 5.1 |
| Prepared by | Ashwin Kumar |
| Date | 01//06/2022 |
| Staff reporting to position | 0 |

# Position summary

Tangentyere Council Aboriginal Corporation (TCAC) is a community controlled   
Public Benevolent Institution delivering human services and social enterprise activities for   
the benefit of Aboriginal people from the Alice Springs Town Camps, Urban Alice Springs   
and Central Australia.

The IT Support Officer contributes to the efficiency of Tangentyere Council’s Information Technology (IT) systems and infrastructure to support the needs of the organisation.

A key requirement of this position is to work collaboratively with the IT team, the broader council and other key stakeholders to achieve required outcomes. The IT Support Officer will work with the IT team to manage the local area network infrastructure, the server and desktop fleet, Wi-Fi networks, CCTV and all associated software.

The role also participates in the development of new products and services. Tangentyere Council seeks innovative and new ways of improving the service delivery, security baseline and effectiveness of our technology and processes. Specifically, the role will involve working on and improving the council’s Microsoft 365 journey.

It is critical that this position provides desktop support across the organisation.

# Responsibilities

* Monitor, manage and solve support tickets in a timely fashion.
* Support in maintaining the council’s telephone systems including the PABX and Mobile Device Management (MDM) software and the associated hardware.
* Support in managing day to day security tasks.
* Oversee uptime to sites, services, and the council’s Wide Area Network (WAN).
* Coordinate new hardware and software rollouts including databases.
* Work collaboratively with the IT Team to utilise Amazon Web Services (AWS) and Microsoft Office 365 (Office 365) where possible.
* Other duties as required.
* Assist with achieving quality management objectives across the organisation.

# Major Accountabilities

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| Accountabilities | Performance indicators |
| * Monitor, manage and solve support tickets in a timely fashion. * Respond to calls and emails from staff and customers. * Escalate support tickets where appropriate to management or vendors. * See jobs through to completion | * Able to demonstrate jobs are being monitored and resolved daily. * Able to prioritise Jobs. * Keep end users informed on job progress and communicate outcome to relevant parties |
| * Oversee the council’s telephone systems including the PABX and Mobile Device Management (MDM) software and the associated hardware. * Maintain asset spreadsheet of hardware. * Ensuring PABX and SOTI software is patched and up to date | * Deploying Mobile devices * End user training is provided as required. * Ensuring appropriate naming conventions are utilised in the system. * Rollouts of devices are completed in a timely fashion. * Apps are installed on devices as requested |
| * Oversee and manage day to day security tasks. * Ensuring client OS software is patched. * Ensuring applications are patched. * Ensuring hardware is patched. * Ensuring daily backups are performed | * Obtaining CCTV footage when requested in a timely fashion. * Ability to provide incident reports. * Providing file or server security reports to management as required * Reporting theft, damage other malicious activity to manager * Demonstrate backups are successful |
| * Oversee and manage uptime to sites, services and the council’s Wide Area Network (WAN). * Daily checks to be performed across the network to identify outages. * Fix outages as they arise. * Update monitoring software as changes are made to the network | * Communicate outages and restoration times effectively to relevant staff and managers. * Provide input into improving and minimising outages. * Ability to provide reports and retrospective feedback on outages |
| * Coordinate new hardware and software rollouts including databases. * Install and manage access to the council’s databases. * Deploy new workstations to staff. * Install new hardware such as switches, routers and servers | * Able to update, maintain desktop software with the ability to perform desktop refresh in a timely manner. * Show that software and database rollouts have occurred by successful access by staff. * Demonstrate successful installations |
| * Work collaboratively with the IT Team to utilise Amazon Web Services (AWS) and Microsoft Office 365 (Office 365) where possible. * Migrate content to AWS and Office 365 * Utilise Office 365 and Azure as tools for teams and services | * Ability to learn new AWS and Office 365 tools whilst demonstrating appropriateness to the needs of the council. * Contribute to the council’s “cloud first” strategy and encourage cloud technologies to staff |
| * Other duties as required. * Contribute to team planning sessions and team meetings. * Assisting in IT projects * Contribute to development of IT documentation | * Ability to prioritise tasks and varying workload. * Communicate with IT team and contribute to a collaborative team culture. * Undertake training as required |
| * Assist with achieving quality management objectives across the organisation. | * Commitment to the Tangentyere Council Quality Management Objectives. |

# Relationships

Internal

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| * IT Manager |  |
| * Tangentyere Staff |  |

External

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| * External key stakeholders such as contractors |

# Competencies

Tangentyere core competencies

* Commitment
* Teamwork
* Communication
* WHS
* Cultural Awareness

# Qualifications and Selection Criteria

Required

* Minimum of 2 years Desktop support and troubleshooting in a similar environment.
* Experience with Apple & Android OS on Phones and Tablets.
* Current NT Drivers Licence, Working with Children (Ochre) Card, satisfactory Police Check, and proof of full vaccination against COVID-19.

Desired

* Tertiary qualifications in Information Technology or an equivalent field.
* Microsoft or A+, S+, N+ certifications
* Willingness to gain more certifications and undertake further training.

# Verification

This section verifies that the position holder and the manager have read the attached position description and are satisfied that it accurately describes the position.

Position holder

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| --- | --- |
| Name |  |
| Date effective |  |
| Signature |  |

Manager

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| --- | --- |
| Name |  |
| Date effective |  |
| Signature |  |