Position description

Title of the role:	Endpoint Administrator
Classification:	SCHADS Level 4 (Schedule B)
Program Area:	Business Systems Transformation
Location:	Fairfield, Victoria
Reports to:	Support Hub Manager
Last Revised:	June 2026

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:
We are open and sincere in all interactions
We show compassion and consideration to all our stakeholders We take responsibility for our actions

Acceptance:
We champion and respect all voices and choices
We accept people no matter how complex their needs
We see the person, the family and the community

Fairness:
We believe everyone has the right to equal opportunities
We challenge social injustice and advocate for change We collaborate to solve problems

Commitment:
We are committed to our work and we won't give up
We have the courage to make decisions and are accountable for our actions We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Recovery Services

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families, and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Endpoint Administrator forms part of Wellways' Support Hub team within the Business Systems Transformation function. Based in Fairfield, Victoria, the role reports to the Support Hub Manager, this position is pivotal in maintaining and optimising the organisation's IT infrastructure, with a particular emphasis on endpoint and application management.

The Endpoint Administrator is responsible for the end-to-end lifecycle management of IT assets, including the configuration, deployment, and ongoing maintenance of laptops, mobile devices, and desktop operating environments (primarily Windows 11). A significant aspect of the role involves leveraging Microsoft technologies, such as Intune for application deployment and device management, and proficiency across the Microsoft 365 suite.

Beyond technical deployment and management, the position plays a crucial role in providing comprehensive technical support, encompassing the diagnosis and resolution of a diverse range of IT issues. This requires a proactive approach to troubleshooting and problem-solving, ensuring minimal disruption to organisational operations. Collaboration is key, as the role works closely with other members of the Business Systems Transformation Team and external service providers to deliver seamless IT services and contribute to the broader strategic goals of the program.

Responsibilities

For all responsibilities, work collaboratively with Wellways' Managed Services Provider (MSP) in line with the scope of services provided by the MSP.

Key Functions	Key Performance Indicators
Asset Management	• Maintain and update asset inventory records ensuring accurate tracking of laptops, mobile devices, and peripheral equipment across all sites • Receive, set up, and distribute IT equipment, ensuring standard configurations and readiness for use • Perform system builds in line with company specification • Carry out device refreshes and decommissioning, including secure data erasure, reimaging, and preparing devices for reuse or disposal • Rebuild devices when operating systems are unresponsive or corrupt, ensuring compliance with company standards • Conduct periodic audits of assets and ensure physical reconciliation aligns with inventory records (e.g., Intune, asset registers) • Manage incidents relating to IT assets including loss, damage and warranty claims Identify and implement improvements to device lifecycle management

Application Management	• Secure, implement and maintain Wellways' Phone SOE and any installed applications • Secure, implement and maintain Wellways' desktop SOE (Windows 11 and later) and any installed applications Administer application deployment through Microsoft Intune, creating testing and deploying software packages, managing versions and targeting assignment. As directed, test and pilot changes and rollouts • Package and configure complex applications in Intune for automated rollout, troubleshooting failed deployments, and ensuring compatibility with security and policy requirements • Install applications locally where required, particularly for custom or site-specific setups not suitable for remote deployment • Create and maintain accurate and up-to-date documentation of application configurations, processes, and procedures to ensure consistency and facilitate knowledge transfer • Adhere to change management processes
Technical Support	• Actively use Wellways' ticketing system ensuring status and resolution information is kept up to date • Provide technical support for hardware and software issues, including physical diagnostics and onsite remediation • Provide onsite support, including training and guidance, for priority incidents or projects where in-person presence is essential • Collaborate with other team members to identify, troubleshoot and escalate issues • Proactively engage with vendors as required • Develop, maintain and update technical documentation and procedures
Team Effectiveness	• Work closely with internal and external stakeholders to ensure seamless communication and alignment on application-related initiatives and support requirements • Participate in stand-up, CAB, project, stakeholder meetings, Performance development and Review (PDR), supervision and staff development activities • Work as part of the team based on an ethos of collaboration, cooperation, respect, and mutual support • Support and contribute to the development of an environment based on shared accountability and effective knowledge sharing

Organisational Alignment	• Maintain knowledge of cybersecurity and information systems security policies and procedures, such as the Information Security Manual (ISM) and Protective Security Policy Framework (PSPF), as well as knowledge of mitigation methods. • Ensure plans, systems and processes are delivered in line with the core values of Wellways • Establish and maintain effective relationships with all stakeholders

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	**Required:** • Relevant Diploma in Information Technology, Computer Science, or a related discipline with experience; or equivalent professional experience gained through previous appointments or study • Proven experience in hardware and application administration, configuration, and troubleshooting. • Satisfactory Police Records Check • Satisfactory Working with Children Check • Satisfactory Queensland Child Safety and Personal History Screening Check (LCS2) • Right to work in Australia • NDIS Worker Orientation Module Completion Certificate • NDIS Worker Screening Check **Preferred:** • Bachelor's degree in Information Technology, Computer Science, or a related discipline • Microsoft 365 Certified: Endpoint Administrator Associate

Technical Knowledge and Experience	**Required:** • Proficiency in Microsoft 365 Tools, Microsoft Windows 10/11, Microsoft Intune, Remote Support Tools and the Microsoft Office Suite. • Ability to troubleshoot, resolve and communicate solutions for systems issues across the organisation. • Familiarity with ITIL frameworks. **Preferable:** • Experience in hybrid (on-prem/cloud) environments. • Prior experience working within the Mental Health industry or community services-based organisation. • Experience with Agile methodologies.
Skills	• Highly developed analytical skills, able to attend to details and solve complex problems. • Highly developed customer service skills including exceptional customer service and relationship management focus. • Ability to translate complex concepts and ideas to an inexperienced and nontechnical audience. **Communication** • Effective communication skills, verbal and written including the ability to develop informative reports. **Interpersonal** • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. **Organising and Planning** • Excellent time management, planning, and prioritisation skills. • Ability to work well under pressure, be sensitive to deadlines, be able to interact in a team environment and be able to adapt quickly to change.

	• Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal • Commitment to best practice. • Ability to work autonomously.

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	n/a
Travel Percentage:	As required
On Call:	n/a
Special Requirements:	n/a

