Position Title:	Core ICT Services Support Officer (Regional and Remote Support)	Position No:	CI36
Group:	Office of the CEO	Section:	IT Service Management (ITSM)
Classification Level:	Professional Officer 2 (PO2)		
Reports to:	Information Technology Service Manager	Direct Reports:	Nil
Special Measures:	Not Applicable		
Location:	Darwin	Date Approved:	October 2025

POSITION OVERVIEW

The Information Communication and Technology (ICT) Service is integral to supporting the delivery of the strategic objectives of the Northern Land Council (NLC) through the provision of effective and efficient Information Communication Technology (ICT) services, systems, and infrastructure.

Core ICT Services Support Officer is primarily responsible for assisting in the resolution of ICT Service Desk requests and support the success of the ICT unit through maintaining the security, integrity and operational effectiveness of ICT services, systems and infrastructure.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Regularly travel to provide ICT technical support offsite including set up equipment and provide support throughout the meeting session.
- Regularly travel to regional office locations and remote sites to provide service, deployment and maintenance of computer systems and hardware.
- Provide high quality ICT technical support to end users via the service desk process on a diverse range of ICT systems, applications and hardware that are in usage across the NLC's ICT platform.
- Ensure that all service desk requests are actioned and managed in accordance with Service Level Agreements, including monitoring incident resolution, problem management and escalation, maintenance and enhancement processes.
- Conduct regular testing on applications, system development and software engineering, ensuring that ICT system administration is updated and maintained regularly including maintenance of user accounts and security groups in the Active Directory.
- Assist as required in the development and delivery of end user training, including training materials.
- Assist in the ongoing monitoring and administration of current technical security measures, including reporting on their effectiveness in protecting NLC assets, this also includes escalating any security issues or breaches to external Software stakeholders and/or NLC Management as required.
- Assist in the procurement of ICT related items in accordance with budgets and NLC policies, procedures and financial delegations.
- Maintain a good working knowledge of current and emerging technical vulnerabilities and mitigation strategies, including providing recommendations to improve the security framework of NLC's network.
- Assist in the development, maintenance and implementation of the ICT's security policies, security framework, practices and procedures.
- Contribute and undertake a variety of ICT Projects as required.

- Follow all NLC policies and procedures to make sure work is carried out to the right standards.
- Take on other reasonable tasks within your role, classification, service area, and skills when needed.
- Follow the NLC Code of Conduct, working in a professional, respectful, and collaborative way with your team and the wider organisation.
- Take part in performance reviews and any learning and development needed for your role.
- Look after your own health and safety and make sure your work does not put others at risk.
- Report any hazards or incidents to your supervisor straight away and complete any required reports on time.

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ESSENTIAL REQUIREMENTS

- Bachelor's degree in Computer Science or Information Technology or related field.
- Demonstrated experience in service desk environment, with the ability to effectively manage ICT resources and monitor progress through the service desk life cycle to ensure ICT issues are resolved in accordance with Service Level Agreements and timelines.
- Previous experience in working in Level 1/2 Helpdesk environment, including providing network support, TCP / IP LAN administration, troubleshooting and problem resolution.
- Technical skills and experience in working with Microsoft Office 365, Entra and Intune and also SCCM, CCM, Citrix, VPN, and ITIL
- Excellent organisational skills, good attention to detail with a high degree of accuracy, with the ability to determine work priorities, including working with minimal supervision, either individually or as part of a team.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.
- Current C Class Drivers Licence and the ability and willingness to undertake significant remote travel in a manual 4WD vehicle or light aircraft.

DESIRABLE REQUIREMENTS

- Completion of CCNA and MCSE certification