

Position Title:	ICT Support Officer
Division:	Information Communication Technology and Infrastructure (ICTI)
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The primary objective of ICTI is to ensure Northcott is both digitally and physically ready to meet its strategic objectives now and into the future while maintaining day-to-day operations.

Location: NIGEL\ People and Culture \ HR \ Recruitment \ Forms		Version: 0.2	Page 1 of 4
Subject Matter Expert: HR	Issue Date: 30 th September 2017	Next Review Date: 30 th September 2020	

KEY OBJECTIVE OF THE POSITION:

Provide quality technical support to staff with any ICT related problems and ensure minimum downtime for users through the:

- Maintenance and constant improvement of the organisations ICT systems
- Build a stable Standard Operating Environment (SOE) and develop documentation, for both users and ICT staff
- Providing a high level of support when assisting internal stakeholders

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Extensive knowledge of a range of hardware and software commonly used in various management applications and technological devices.
- Experience in supporting Windows 7 & 10 operating systems, Microsoft Exchange / Outlook, Citrix, Active Directory (preferred)
- Knowledge of ICT policy, procedures, time frames and quality standards in place
- Effective verbal/written communication and customer service skills
- Experienced at working with limited supervision within a team environment.
- Ability to prioritise workload and use initiative within defined systems and processes.
- Demonstrated analytical, troubleshooting and problem solving skills
- Can use initiative and creativity in terms of providing suitable IT solutions
- Be flexible and work in a team environment

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Minimum 1-2 years General ICT or Helpdesk Support experience (essential)
- Tertiary qualifications in ICT related discipline (essential)
- ITIL certified (non-essential)
- Driver's License

DELEGATION LEVEL

- Nil

CORE COMPETENCIES OF THE ROLE

Support Focus / External Contact

Primary support/contacts will be:

- All levels of staff within Northcott

Relationship Building

- Work closely with the rest of the ICT team and wider Infrastructure team to achieve the goals of the department
- Daily contact with a range of Northcott staff and management

Location: NIGEL\ People and Culture \ HR \ Recruitment \ Forms	Version: 0.2	Page 2 of 4
Subject Matter Expert: HR	Issue Date: 30 th September 2017	Next Review Date: 30 th September 2020

Problem Solving

- Diagnose staff complaints and discover root causes to issues
- Analyse, trouble shoot and problem solve issues to provide an effective solution to problems
- Provide solutions that minimise the requirement for re-work on helpdesk requests
- Apply a thorough understanding of ICT policy, procedure, timeframe and quality standards
- Attention to detail and accurate documentation when escalating a problem
- Assist with audio visual requirements in meeting rooms as required
- Seek guidance and /or assistance (escalating) from other members of the ICT team regarding more complex Help Desk requests

Time Impact

- Hourly, Daily or Weekly potential impact based on decision making
- Responsive to daily requests from internal stakeholders
- Meets scheduled timeframes as per the ICT quality standards
- May be requested to provide assistance to internal or external users outside work hours from time to time to support users

Other

- Thorough understanding of helpdesk role and responsibility
- Ensures that work is of a high standard and quality

DUTIES

The typical duties of this position include:

General Helpdesk Support

- Log, maintain and update all incidents and requests with correct classifications in the Help desk system.
- Help desk calls must be answered and logged in the help desk system
- Minimise rework on assigned help desk requests or tasks by ensuring it is done to an expected standard.
- Resolve help desk requests within defined timelines / SLAs
- Increase first contact resolution rates within all help desk requests.
- Acknowledge, troubleshoot and escalate ICT outages to the manager of ICT
- Complete tasks and help desk support request with high customer satisfaction.
- Prepare, setup and configure ICT equipment for new staff
- Install and configure printers and other peripherals
- Support mobile and portable equipment
- Create and update help desk documentation
- Develop, update and support the Standard Operating Environment (SOE) for user PCs and laptops
- Deploy PCs and Laptops, including customising for specific user needs.
- Audit PCs and Laptops to ensure that they are up to date with WSUS, Antivirus, and are in the server databases for ongoing maintenance.
- Test software and hardware to evaluate prior to release.
- Communicate with the help desk team or manager of ICT to ensure there is sufficient support for the business
- Be supportive of new project initiatives and ICT processes

Location: NIGEL\ People and Culture \ HR \ Recruitment \ Forms	Version: 0.2	Page 3 of 4
Subject Matter Expert: HR	Issue Date: 30 th September 2017	Next Review Date: 30 th September 2020

- Be involved and contribute to ICT meetings
- Travel maybe required at times to support the organisations needs or to assist with ICT projects
- All assets (tangible and intangible) should be managed and distributed to users within set business rules.

User Support

- Provide training to users (one on one or group) in areas of ICT as required
- Provide helpdesk support to users to resolve their ICT challenges
- Maintain network printing, directory structures, rights, security, software and files services.
- Maintain basic network operations, provide assistance to the network specialists

Other

- Work collaboratively and communicate effectively with all Northcott departments.
- Providing accurate and timely information to all levels of management and staff
- Contribute as a member of the infrastructure team to deliver services for the organisation.
- Other duties as requested by the Manager of ICT (Helpdesk Team Leader).

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.

Location: NIGEL\ People and Culture \ HR \ Recruitment \ Forms		Version: 0.2	Page 4 of 4
Subject Matter Expert: HR	Issue Date: 30 th September 2017	Next Review Date: 30 th September 2020	