

Position Description

POSITION DETAILS			
Position Title	Information Systems and Technology Trainee		
Reports to	Information Systems and Technology Manager		
Business Function	Information Systems and Technology	Contract Term	ARRCS 2023 Enterprise Agreement
Direct Reports	0	Classification	SCHADS Level 1.1
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	ARRCS colleagues
External Key Relationships	Third party stakeholders supporting ARRCS Information Technology. Other service providers.

OUR ORGANISATION

ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE

The role of Information Systems and Technology (IST) trainee provides both on the job training whilst you complete your **Certificate III in Information Technology**. This role will require you to work full-time hours with delegated study time. Whilst on at work, you will be responsible for providing level one information technology support to ARRCS staff.

This traineeship will see you reporting to the Information Systems and Technology Manager when completing on the job practical work and also provides you with a Career Specialist to provide mentoring and support as you complete your certificate program.

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KEY RESPONSIBILITIES

Service Delivery

- With supervision, provide basic support services for software applications to ARRCs staff.
- Provide assistance to the ICT Help Desk staff and resolve 1st level support tasks to the agreed service standards.
- As directed consult, liaise and negotiate with ITS customers, team members and service providers in order to achieve high quality outcomes.
- Provide information and assist with the development and support of in-house reports and software applications.
- Assist with the management of PCs, networking equipment and network operating systems
- Provide basic support for software applications (Microsoft Office, and other ARRCs software applications)
- Provide assistance and contribute to information technology projects, activities and other support tasks.

Reporting, Administration and Documentation

- Basic to intermediate computer skills and ability to document via computer systems when necessary including recorded completion of works and lodging hours completed.
- Ability to complete the required Certificate III logbook work online, including tasks completed, assignments and on the job hours worked.

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCs policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCs and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).

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- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Successful completion of High School graduate (Year 12) or similar level.

Experience

- Ability to present a professional resume outlining previous work experience and education and a cover letter explaining why you wish to apply for a traineeship with ARRCS.
- A positive and proactive attitude towards working within Aged Care.
- Ability to commit to working 38 hours per week.
- Ability to commit to the study and theoretical component of the Certificate III program.
- Basic to intermediate computer skills with experience using Microsoft Office Suite – Word, Excel and Outlook.

Mandatory Requirements

- NDIS Worker Screening check.
- Current Influenza Vaccination.
- National Police Check – Dated within 3 months.

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.