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POSITION DESCRIPTION

Position Title:	*Information Technology (IT) Officer*
Division/Unit:	Global and Tropical Health Division
Report to (Role):	*Digital Health Technical Coordinator*
Classification Level:	B3C1 - 3

Status (FTE):	1.0FTE	**Location:**	Dili, Timor-Leste
Number of positions supervised:	Directly: 0		
	Indirectly: 0		

Special Provisions:	• Vaccinated against COVID-19 and ability to provide suitable evidence to Human Resources. • Willingness to travel to municipalities • Ability to obtain a clear Police Check.

ABOUT MENZIES:

As one of Australia's leading medical research institutes dedicated to improving the health and wellbeing of Aboriginal and Torres Strait Islander Peoples, and a leader in global and tropical research into life-threatening illnesses, Menzies School of Health Research continues to translate its research into effective partnerships and programs in communities across Australia and the Asia-Pacific region.

SUMMARY OF THE POSITION:

The Information Technology (IT) Officer will support the Digital Health Technical Coordinator to ensure the smooth running of computer systems for Menzies Timor-Leste Office and projects. The position provides support across a range of IT needs related to laboratory equipment, computers and networking including the Laboratory Information Management System (LIMS). The position will have functions in the Menzies Office, in the National Health Laboratory (NHL), and referral hospitals in the municipalities.

PRIMARY RESPONSIBILITIES:

The following key responsibilities are not exhaustive and may include others as directed by supervisor, project leads and country manager.

1. Install and configure computer hardware operating systems and applications
2. Monitor and maintain computer systems and networks
3. Liaise with Menzies staff and clients to set up systems or resolve issues within the office
4. Troubleshoot system and networking issues, diagnosing and solving hardware or software faults, and responding, within agreed time limits, to callouts
5. Replace parts, as required
6. Support procedural documentation and relevant reports
7. Follow diagrams and written instructions to repair a fault or set up a system
8. Support the rollout of new applications
9. Work continuously on a task until completion (or referral to third parties, if appropriate),
10. Prioritise to effectively manage multiple open tickets through triaging
11. Rapidly establish a good working relationship with customers and other professionals, such as software developers
12. Test and evaluate new technology leverage existing IT experience and knowledge

13. Conduct electrical safety checks on computer equipment.
14. Any other tasks as reasonably required by the supervisor, project leads, or country manager

SELECTION CRITERIA:

1	Qualifications:	• Tertiary qualification in a field relevant to the role, either information technology or laboratory science
2	Essential Criteria:	• Experience working in information technology and its application in remote settings • Proven ability to manage information technology needs across a range of devices and software platforms (identifying issues, troubleshooting) • Proficiency in English and Tetum • Strong communication skills with excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution • Flexibility and ability to work well in a team • Good time management skills, and ability to prioritise with ability to work efficiently while maintaining accuracy and quality • Willingness to learn, continuously improve and respond constructively to feedback and supervision • Ability to manage sensitive issues and maintain confidentiality • Ability to work and act under pressure and with discretion in a politically sensitive environment • Initiative, good judgement and strong problem-solving skills • Understanding of and commitment to Menzies values, the principles of Equal Opportunity and contributing to a safe and inclusive workplace • Willingness to travel to municipalities
3	Desirable Criteria:	• Previous working experience with the Governmental Institutions • Experience working in a diagnostic laboratory

COVID-19 Safety Requirements:
1. Menzies encourages all staff to be fully vaccinated in accordance with the latest guidance and recommendations for COVID-19 vaccination as issued by the Australian Technical Advisory Group on Immunisation (ATAGI).
2. Menzies requires all staff to implement, as directed, risk control strategies that provide them with protection from COVID-19 in the workplace such as good hygiene practices, mask wearing, physical distancing and any other reasonable direction.

STATEMENT OF DUTIES: Digital Health Coordinator

The IT Officer role is part of the Menzies Support Team to ensure the ongoing operations of the office and related projects.

Specific responsibilities for the project(s) will include:
1. Identify the needs of and provide technical advice and solutions for general office IT in the Menzies Timor-Leste Office this includes liaising with Senior Management and Project Coordinators.
2. Conduct setup and monitoring of audio-visual equipment for high-level meetings, including coordinating with external venues that will contribute to the smooth running of Menzies events.
3. Setup of user accounts and profiles, and address password and other issues for systems including LIMS, Menzies IT systems, and other platforms supported by the Menzies Program.
4. Specifically support the ongoing implementation and development of LIMS.

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5. In collaboration with the Digital Health team build relationships with key stakeholders across the digital health platform in Timor-Leste, as well as staff across relevant institutions including NHL, National Institute of Public Health, Timor-Leste (INSPTL), Hospital National Guido Valares (HNGV), and non-government partners.
6. Contribute to reports, as required supported by Digital Health team and program leads.

Approved by:		
	Antonio Goncalves Country Manager	
Date Approved:	26/072024	