

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

ICT TECHNICIAN

Location: Prospect, SA

Reports to: ICT Service Delivery Manager

Supervises: N/A

CHL Capability Band: #1

Primary Purpose:	This is a hands-on ICT service delivery role, critical to the provision of excellent customer service across CHL
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	In undertaking the role of ICT Technician the employee will ~ <ol style="list-style-type: none"> 1. Provide personalised support on hardware and software problems 2. Provide desktop, server and application support within Microsoft AD and Office 365 environments and across many technologies 3. Support Terminal Services and Citrix environments hosted in the cloud. 4. Assist with installation and configuration of Servers, Networks and other IT equipment. 5. Work with a highly experienced team to maintain a best practice environment 6. Participate in an on-call roster approximately 1 week in 4 7. Provide additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Minimum 2 years experience in a similar role with a geographically spread organisation. • Demonstrated experience with: desktop support, Active Directory, Windows Server, Office 365 and the wider Microsoft Stack • General knowledge of technical infrastructure from desktop to firewall, including printers, video conferencing systems and other IT related equipment • Understanding of ITIL and customer service principles • Experience with JIRA, SCOM and SCCM preferable • Commitment to the right of every person to good quality housing • Current Driver's Licence • Satisfactory Police and Working With Children's Check
Key Capabilities:	<p>Achieves Results – Sees tasks through to completion with a commitment to achieving quality outcomes</p> <p>Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p> <p>Resilience – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm</p> <p>Continuous Improvement – Look for and take advantage of opportunities to learn new skills in order to achieve work goals. Is adaptable in approach and willing to be flexible to accommodate the changing needs of the team and the environment</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions and goals</p> <p>Communication – Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium</p> <p>Integrity – Observes CHL standards of behaviour and seeks assistance with ethical dilemmas</p> <p>Professionalism & Accountability – Takes responsibility for and completes own work tasks under guidance, within set budgets, timeframes and standards</p>