Position Description
ICT Network and Support
263112-1

Position Objective

To assist with the operation and maintenance of the Information Communications network, and responsible for contributing to the business' ability to access, share and safely store critical information through the management of the design, implementation, troubleshooting, analysis and maintenance of the company's computerised environment.

Primary Roles and Responsibilities

Computer Network	1. installing, configuring, testing, maintaining and administering new and upgraded networks, software database applications, servers and workstations both on premise and cloud hosted. 2. preparing and maintaining procedures and documentation for network inventory, and recording diagnosis and resolution of network faults, enhancements and modifications to networks, and maintenance instructions 3. monitoring network traffic, and activity, capacity and usage to ensure continued integrity and optimal network performance
Database, Systems Administration and ICT Security	1. performing the operational establishment and preventive maintenance of backups, recovery procedures, and enforcing security and integrity controls both on premise and cloud environment. 2. troubleshooting and providing service support in diagnosing, resolving and repairing server-related hardware and software malfunctions, encompassing workstations and communication infrastructure
ICT Support	1. communicating, educating and liaising with users and management to ensure awareness and adherence to standards, procedures and quality control issues and activities 2. analysing, evaluating and diagnosing technical problems and issues such as installation, maintenance, repair, upgrade and configuration and troubleshooting of desktops, software, hardware, printers, Internet, email, databases, operating systems, telephones and security systems 3. developing, conducting and providing technical guidance in application software and operational procedures 4. assisting in troubleshooting, diagnosing, testing and resolving system problems and issues
Efficient and Effective Service Delivery	Comply with organisation processes in carrying out: 1. Timely and accurate completion of data relating to service delivery 2. Reporting of outcomes/deliverables in line with funding agreements
Professional Conduct	1. In your position, you are responsible for the interchange and management of communication with internal and external stakeholders. 2. Compliance with organisational code of conduct 3. Compliance with organisational policies and procedures, including infection control and confidentiality 4. Compliance with relevant legislation such as work health and safety, equal opportunity and anti-discrimination 5. To behave in a professionally responsible and accountable manner at all times Flexibility in working role related to changing job requirements including: 1. Willingness to take on activities or tasks that may fall outside of regular duties, including backfill of other roles within ICT team when needed 2. Capacity to identify and/or respond to areas of need within the workplace in negotiation with Line Manager

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Reporting

This position reports to the Manager Information Technology.

Additional Information

Salary package: Commensurate with qualifications and experience
Salary Sacrifice entitlement up to $15900pa
Employer contribution to superannuation 9.5%
Annual leave loading 17.5%

Hours: This position is 1.0 full time equivalent (FTE), based on a 76 hours per fortnight.

Location: This position is based in Townsville and provides outreach services to NWRH catchment area.

Travel Requirements: Travelling by road and/or in small planes to communities within the place catchment area

Criminal History Check: All final applicants for this position will be asked to consent to a criminal record check. Please note that people with criminal records are not automatically excluded from applying for this position. Each application will be considered on its merits.

Selection criteria
Essential

1. Demonstrated theoretical and working knowledge or the ability to learn the administration and maintenance of:

    a. Windows Server Architecture
    b. Active Directory administration/management
    c. Office 365 environment
    d. SQL server 2012
    e. SharePoint 2013
    f. Windows Deployment Services
    g. ESX and VM technologies
    h. Backup and disaster recovery software, ie Veam
    i. Mobile Device Management
    j. Content and management software

2. Working knowledge of Windows operating systems (7 & 10), hardware and peripherals, enabling sound purchasing decisions, efficient installation and maintenance in a wide range of devices and applications.

3. Demonstrated theoretical and working knowledge of administration and maintenance of:
   a. WAN
   b. VPN
   c. Network and systems performance/security monitoring

4. Well-developed interpersonal, verbal and written communication skills including the ability to liaise with technical and non-technical staff

5. Demonstrated ability to operate independently and in a multidisciplinary team.

6. Demonstrated ability to work with people of diverse cultural backgrounds.

7. Current unencumbered 'C' class driver's licence.

8. To considered you must be an Australian or NZ Citizen or Permanent Resident, or have a relevant visa allowing you to live and work in Australia with no restrictions. NWRH does not undertake visa sponsorships.

Desirable
1. A general understanding of Primary Health Networks and their role in the health system.