

<b>Job Description Form</b>	<b>ICT Support Officer</b>
Work Group:	Corporate Services
Work Unit:	Information, Communication and Technology
Reports To:	Senior ICT Support Officer
Direct Reports:	Nil
Award / Agreement:	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Classification:	Administrative Grade 3
Approved by CEO:	8 March 2021 (Des Martin)

## **VISION STATEMENT**

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

## **MISSION STATEMENT**

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Service's model of care, empowering Aboriginal people to achieve health equality in their communities.

## **ORGANISATIONAL VALUES**

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

## **POSITION PURPOSE**

The Information, Communication and Technology (ICT) Support Officer will report to the Senior ICT Support Officer and is accountable to the Executive Manager – Corporate Services. The occupant is responsible for the day to day operational support of ICT Helpdesk requirements, providing customer service focused ICT support and solutions to all end users.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

## KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

### EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

### INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.
- Given the nature of the role, the occupant will work closely with the Mappa Project Team to ensure the smooth operation of the Mappa platform.

## RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
ICT SUPPORT	<ul style="list-style-type: none"> <li>– Actively track and respond to all ICT support requests and assist end-users with technology related problems in a responsive and customer service orientated manner.</li> <li>– Track asset additions/changes/deletions etc. using Fresh Service.</li> <li>– Perform system maintenance to ICT equipment, which may include laptops and iPads.</li> <li>– Provide assistance to users in relation to use of the Video Conference Systems.</li> <li>– Monitor backup jobs and ensure a high level of completion success rate.</li> <li>– Updated Password Management systems when required.</li> <li>– Assist with the troubleshooting, installation, and implementation of new and existing systems.</li> </ul>

	<ul style="list-style-type: none"> <li>– Recommend and implement appropriate maintenance strategies to ensure uninterrupted systems usage and proper backup and recovery procedures.</li> <li>– Maintain and ensure data integrity.</li> <li>– Assist in data management and data entry.</li> <li>– Develop and monitor performance levels of software and hardware and evaluate, recommend, and propose alternative methods of information processing.</li> <li>– Perform other related duties as assigned or requested.</li> <li>– Assist in phone system administration.</li> <li>– Update system documentation under direction.</li> </ul>
WEB ADMINISTRATOR	<ul style="list-style-type: none"> <li>– Work collaboratively with the team to implement improvements to AHCWA website(s) and other web-based platforms.</li> <li>– Monitor website usage and performance, creating and maintaining backups, troubleshooting and resolving website issues.</li> <li>– Assist in content updates to multiple websites across the organisation and maintaining SEO enhancements.</li> <li>– Perform complete routine testing of web applications and systems, engaging users as necessary.</li> <li>– Plan and oversee work of contractors and vendors enforcing Internet and web server security, space allocation, user access, business continuity, website backup and disaster recovery planning.</li> <li>– Assure quality web solutions by developing and completing test plans; maintaining project and technical documentation.</li> <li>– Track and report on all site metrics using google analytics.</li> <li>– Keeping current with emerging security and web technologies research.</li> </ul>
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> <li>– Actively participate in the organisation's QMS (LOGIQC).</li> <li>– Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.</li> </ul>

OTHER	<ul style="list-style-type: none"> <li>– Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.</li> <li>– Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.</li> <li>– Attend and participate in professional development activities including workshops and training as required.</li> <li>– Attend and participate in Employee Development Days.</li> <li>– Participate and comply with all Work Health &amp; Safety responsibilities as per the <i>Occupational Safety and Health Act 1984 (WA)</i>.</li> <li>– Identify and assist to reduce Work Health &amp; Safety hazards and risks.</li> <li>– Follow the reasonable direction of Work Health &amp; Safety representatives.</li> </ul>
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### POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
HELPDESK SUPPORT	Timely and effective response rate to ICT helpdesk items.
ICT SYSTEMS	Maintain highly efficient and effective ICT infrastructure and systems.
RISK MANAGEMENT	Actively monitor and respond to ICT system risks.

### COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

## **JOB SPECIFIC COMPETENCIES**

### **QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE**

#### **ESSENTIAL:**

- Possession of a relevant qualification in Information Technology or related field; or currently working towards attainment.
- Knowledge and experience of ITIL or Helpdesk processes.
- Effective verbal and written communication with all levels of an organisation with the ability to provide friendly and effective customer service support.
- Strong data management skills, with an intermediate to advanced level of Microsoft Excel skills.
- Demonstrated problem-solving skills with the ability to analyse, identify options and select appropriate solutions.
- Demonstrated organisation and time management skills and the ability to define and implement work priorities.
- Demonstrated working knowledge of IT hardware and networking basics.
- Ability to multi-task and handle frequent interruptions.
- Can consistently follow protocol and instructions as per AHCWA policies and procedures.
- Can work independently with little management direction.
- Experience in document process, procedures, and results.
- Passionate, optimistic, and has internal inspiration to get things done.
- Willingness to continue training and development.
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples.

#### **DESIRABLE:**

- The person is of Aboriginal and/or Torres Strait Islander descent and is acknowledged as such by their community.

#### **PRACTICAL REQUIREMENTS:**

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty maybe be required – including server maintenance in the evening/night.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

<b>ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE</b>
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**I certify that I have read and understand the responsibilities assigned to this position.**

Employee Name:	
Signature:	
Date:	