**IT Support Officer
POSITION PROFILE**

PART A: POSITION DESCRIPTION

Position Title:	**IT Support Officer**	*Location:*	**National Office, Frenchs Forest**
Group:	**Information Technology**	*Reports to:*	**IT Senior Systems Administrator**

Organisation Purpose

A different brilliant ® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Position Purpose

As part of a team of IT professionals, assist in the maintenance and delivery of Aspect's Information Technology operations, and the delivery of Information Technology solutions that help Aspect achieve strategic plan objectives.

This is a critical role within the Information Technology team and is primarily focussed on:

- Providing 1st and 2nd level helpdesk support to Aspect staff in a timely manner.
- Participating in the delivery of a wide range of projects.
- Provisioning and configuring new equipment.
- Training staff on new technologies and system processes.

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
1st/2nd Level Support	• Monitor, manage and maintain the Service-desk system. • Resolve hardware, software and network issues. • Image and configure hardware. • Carry out on and off site support. • Create end user training resources.	• Ensure all cases/issues/incidents are logged in the system. • Meet agreed SLAs or as a minimum in 95% of cases respond to the case within 1 business day, resolve or escalate within 5 business days. • Produce reports and identify training needs then develop/deliver training.
Network Administration	• Provision new users (on-boarding). • Action cessation notices (off-boarding). • Create & manage System documentation. • Manage network access security.	• Meet agreed SLAs or as a minimum in 95% of cases respond to the case within 1 business day, resolve or escalate within 5 business days. • Ensure system documentation is accurate and up to date. • Apply the Least Privilege Model to access security at all times
Technical Expertise	• Demonstrate knowledge and understanding of desktop and server operating systems. • Maintain a range of network devices. • Troubleshoot and resolve or escalate network/server issues. • Maintain knowledge and keep abreast of new technologies.	• Achieve and maintain industry certifications. relevant to the organisations technology. • Ensure all changes are secure and documented. • Ensure issues are resolved or escalated in a timely manner per SLA or minimum above. • Ensure knowledge and skills are current by completing training and participating in technology forums that are assigned through the Performance Development Plan.
Projects	• Participation in a range of projects (server upgrades, network upgrades, new sites etc.) that form part of the IT Business Plan. • Maintain project documentation. • Assist in the development and delivery of training to support projects.	• Meet projects objectives to established deadlines. • Documentation is clear and complete. • Projects are delivered on time and within budget.
Communications	• Promote Strategic and Business Plan objectives. • Assist in preparing communications to user population. • Participate in IT related focus groups/committees.	• Customer feedback is generally positive and the staff survey reflects that staff value the service highly.

	• Take opportunities to educate and train staff and increase capability.	• Complaints are recorded and actioned. • Actively participate in team meetings – sharing knowledge, skills and experience, suggesting technology solutions.
Safeguarding the people we support	Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to: • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure	• Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct on-line training
Work Health and Safety	It is a requirement for all staff to: • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements • Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health & safety matters o	• Work, Health & Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

PART B: POSITION CRITERIA

Capabilities	**Collaboration and Influence**	Working effectively with others in Aspect (outside the line of authority) such as peers to accomplish Aspect and school goals and to identify and resolve problems.

	Teamwork (Co-operation)	Active participation in and facilitation of team effectiveness; taking actions that demonstrate consideration of the feelings and needs of others and being aware of the effects of your behaviour on others.
	Planning and Organising	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources (project management).
	Technical/Professional Knowledge	Having achieved a satisfactory level of technical and professional skills/knowledge in job related areas, keeping up with current developments and trends in areas of expertise.
Qualifications and experience	• Higher School Certificate (Equivalent or Higher). • Industry Based Certifications (MCP, MCSE, A+, Security+ etc.). • Driver's Licence. • 1+ years' experience supporting users in an enterprise environment.	
Job requirements (essential)	• Strong Communication skills. • High Level of Customer Service skills. • Experience with Microsoft Windows server networks. • Experience with VoIP Telephony Systems. • Experience with Server and/or Desktop virtualisation technologies. • Knowledge of TCP/IP and network troubleshooting • National Police Check (NPC) appropriately cleared • Working with Children Check or equivalent state clearance to work with children	
Job requirements (desirable)	• Knowledge of Mac OSX. • Experience with Avaya voice products. • Knowledge of Application virtualisation technologies.	

PART C: APPROVED BY

Position Approved by: Chief Financial & Information Officer(Date)   _____