

POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	IT Support and Projects Officer
Position Number	
Classification	Professional Level 3 (circa \$50,000 per annum)
Location	85 Commercial Road Melbourne
Effective Date	November 2018

Purpose:

The main purpose of this position is to assist the institutes participating in the broader IT collaboration (Baker Heart and Diabetes Institute, Burnet Institute, Centre for Eye Research Australia (CERA)) with Level 1 and 2 support and a contribution to the various IT projects across the three Institutes.

Support tasks will be logged using the IT Helpdesk systems and jobs allocated to the support team.

Projects will originate from both the IT department, and also scientific and administration departments at each of the Institutes. As such the role requires working closely with members of the IT team and also leadership at a scientific and administrative level.

For IT related projects a strong relationship is required with the IT Infrastructure team. All network related changes will need approval from this team. The role will also have direct involvement with each of the IT Operations Leaders at the Institutes and will involve direction from them. Therefore, with different types of projects requiring completion, the holder of this role will need to be agile in their thinking and able to move between different projects whilst ensuring delivery within expected time frames.

IT will be involved with scientific and other administration related projects and as such the role requires an ability to work closely with these areas. A desire to understand and learn the processes used by these departments and labs, and contribute IT solutions to solve problems, is essential.

The role will work closely with the IT Team at both Burnet Institute and Baker Institute. Hours of this role will generally be between 10:00am and 6:00pm AEDT Monday to Friday, however flexibility of starting time will be required for when staff are away on leave etc.

Supervision Reporting Relationships:

This positions' supervisor/manager	IT Service Delivery Manager
Other positions reporting to this position	N/A

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	Respond to Level 1 and 2 helpdesk issues logged in helpdesk system by users in a Windows and Mac environment	
2.	Provide a high level of service to requests and the needs of staff which is timely, responsive and accurate (ensure user requests are met in a timely fashion)	
3.	Maintain helpdesk communications with users	
4.	Assist in roll out of IT infrastructure at hardware and software level	
5.	Tracking of equipment required by users and delivery dates	
6.	Assist in maintenance of scientific instrument related IT equipment	
7.	Liaising with system level managers about changes to systems	
8.	Ensure software installation procedures are maintained	
9.	Support to audio visual services	
10.	Assist with user requests relating to phone systems and communications	
11.	Must be able to consistently demonstrate tact, courtesy, reliability and maturity while carrying out assigned duties	
12.	Reviewing and updating internal documentation for the IT Team	
1.	Occupational Health & Safety	Refer to the "Burnet OHS responsibilities and roles" document for full details on specific OHS obligations and responsibilities of Employees.
2.	Training	Responsible for completing all required training in line with the position / role.

Occupational Health and Safety

The Burnet has a commitment to providing a safe and healthy workplace in accordance with the Occupational Health and Safety Act 2004. All staff are obliged to take all reasonable care to ensure that their actions do not place themselves or others at risk.

SECTION C: Key Selection Criteria

Qualifications		Essential/ Preferable
	Relevant server and hardware certifications or equivalent experience	Preferable
	University undergraduate degree in IT or related discipline	Preferable

Experience / Knowledge / Attributes		
1.	The ability to respond rapidly and practically to a demanding environment, seeing the core of the issue and suggesting solution options quickly	Essential
2.	The ability to work constructively and collegially in a research focused environment	Essential
3.	Experience with Microsoft Windows and Office Applications, Active Directory, DNS, TCP/IP and general network troubleshooting skills, RDP, Tape Libraries and Data Backup technologies, Systems monitoring, Helpdesk system, Google G Suite, Apple Mac's	Essential
4.	Understanding of computer hardware including network switches, printers, audio visual equipment etc.	Essential
5.	Excellent written skills are required, including attention to detail and the ability to 'translate' complex documents into everyday language for a wider audience.	Essential

6.	Handle multiple projects and requests for assistance in an organised manner with little or no direct supervision	Essential
7.	Excellent time management skills	Essential
8.	Excellent customer service attitude and work ethic	Essential
9.	Excellent analytical and problem solving skills	Essential
10.	Proven ability to multi-task	Essential
11.	Understand and carry out complex oral and written instructions	Essential
12.	Must be able to work in a team environment	Essential
13.	IT Procurement	Preferable
14.	Project Management Skills	Preferable

Other Requirements

The Burnet Institute is a child safe organisation. The incumbent of this position may be required to undergo a Police Check or Working with Children Check as a condition of their employment.

SECTION D: Burnet Overview

Burnet Institute is a leading Australian medical research and public health organisation focused on achieving better health for vulnerable communities in Australia and internationally by accelerating the translation of research, discovery and evidence into sustainable health solutions. The Institute is headquartered in Melbourne with programs that operate across Asia, the Pacific and in Africa.

Burnet's culture links innovative discovery-oriented research and implementation research with development and humanitarian action. World-class laboratory and field-based research is integrated into multidisciplinary programs aimed at the prevention, detection and treatment of diseases of global significance. This unique approach allows the Institute to make a tangible and sustainable impact on health in both developed and developing countries.

The Institute has three major thematic programs – Disease Elimination, Behaviours and Health Risk, and Maternal and Child Health, and two expansion programs – Healthy Ageing and Health Security. Staff within these Programs are supported by cross-cutting communities of practice; the disciplines of Life Sciences, Public Health and International Development.

Further Information:

For further information, please contact Cameron Sanderson (IT Service Delivery Manager).