



Where mental wellbeing thrives

Position Description IT Desktop Support Officer

'Flourish Australia helps people get back on track and reconnect with the community to live a contributing life.'

Position Details

Position Title:	IT Desktop Support Officer
Position Level:	Level 3
Industrial Instrument:	Flourish Australia Enterprise Agreement (2018)
Employment Type:	In accordance with employment contract
Hours of Work:	In accordance with employment contract

Position Summary

The IT Desktop Support Officer is responsible for assisting with Flourish Australia's IT Helpdesk, providing efficient support and assistance to end users in relation to computer hardware, software, telecommunications and peripheral products, ensuring compliance with Flourish Australia's policies.

About Flourish Australia

Flourish Australia is a community based organisation with over fifty years' experience supporting people with a mental health issue to participate in the community and achieve their goals. Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Relationships and Authority

Reports to: Manager, Information Technology

Direct reports: Nil

IT Desktop Support Officers operate under general supervision in the application of procedures, methods and guidelines that are usually well established as part of a recovery service. IT Desktop Support Officers have the freedom to act within defined established practices and problems can usually be solved by reference to procedures, documented methods and instructions. When problems occur during the course of work, assistance is readily available.

IT Desktop Support Officer are expected to have an understanding of IT work procedures and may provide assistance to lower classified employees concerning established procedures to meet the objectives of a minor function. They are also responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers. They may be required to resolve minor work procedural issues in the relevant work area within established constraints.

Organisational Accountabilities

IT Desktop Support Officers with Flourish Australia agree to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Tasks and Responsibilities

An IT Desktop Support Officer with Flourish Australia will be required to assist the Manager, Information Technology with the following tasks:

- Provides services through the IT Helpdesk, providing phone and remote support, ensuring users receive a high standard of service, including evaluating and resolving routine user problems through hardware, software or system maintenance; and liaising with external support contractors, as appropriate, for additional assistance.
- Supports and instructs users in the use of computer equipment and software applications; answers questions and assists in resolving problems regarding the methods and procedures for use of applications.
- Performs the installation of new hardware/software; installs, tests, and monitors the operation of computer hardware and software; configures hardware, software; and undertakes updates as required.
- Manages help desk emails and process end user requests.
- Manages help desk inbound calls and respond.
- Assists and supports IT staff in their tasks.
- In consultation with the Manager, Information Technology and other IT staff, helps develop and maintain records and documentation to support users, including technical and system configuration documentation.
- Develops a strong working knowledge of all Flourish Australia information systems and its IT requirements.
- Assists with special projects, for e.g. software rollouts and the introduction and implementation of new technologies; new site establishment and installations.

Quality Improvement

- Flourish Australia employees are responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement. Employees are also encouraged to identify improvement opportunities, to be innovative and to submit ideas and suggestions for quality improvements.

Performance Measures

The IT Desktop Support Officer will know they have been successful when they have fulfilled the requirements of this position description, and have also achieved the following performance measures:

1. Supporting Our People

Orientation, induction, and retention of staff

- 1.1 Provide new staff with basic orientation and induction to IT systems as agreed with the Manager, Information Technology.

2. Developing and Delivering Services

Adherence to policies and procedures

- 2.1 Actively participate in policy discussions and reviews at regular team meetings.
- 2.2 Review Flourish Australia's Code of Conduct and Ethics annually, and adhere to its contents.
- 2.3 Ensure Flourish Australia's 'No Bullying' policy is reviewed annually and report any alleged incidents of bullying immediately.
- 2.4 Review and propose updates to local procedures and review effectiveness of procedures in relation to own work at least every 6-months.

Promote a 'no wrong door' approach

- 2.5 Endeavour to ensure people's needs are met regardless of the request for services and support made.

Identifying and pursuing new opportunities for service development

- 2.6 Report any service gaps or possible opportunities for improvements to our service delivery to the Manager, Information Technology.

3. Organisational Effectiveness

Meet service delivery and reporting requirements

- 3.1 Ensure work activity reports are forwarded to Manager, Information Technology within 2 weeks of the end of each quarter.

Meet organisational reporting requirements, especially in relation to Quality Assurance

- 3.2 Ensure work is undertaken in line with Quality Assurance Guidelines.

Delivery of high quality services that are person facing

- 3.3 Meet and exceed the relevant service standards as established by SLAs.

4. Professional development

- 4.1 Actively access and participate in learning and development opportunities in accordance with the Learning and Development policy.
- 4.2 Actively participate in mandatory training annually.
- 4.3 Actively participate in annual Staff Appraisals within one month of your anniversary date.
- 4.4 Actively participate in the development of a Personal Situation Plan (if appropriate).
- 4.5 Develop and maintain a good understanding of recovery-oriented service delivery

Work health and safety and incident management

- 4.6 Actively participate in discussions on WHS at team meetings.
- 4.7 Actively work in a manner which maintains a safe environment for you, your colleagues, and people accessing our services, and report any work health and safety concerns immediately as they arise.
- 4.8 Ensure incident reporting and the management of incidents is conducted within established timeframes and in accordance with incident management guidelines.
- 4.9 Ensure the workplace is kept free from hazards and that WHS legislation is adhered to in all work.

5. Using Resources Wisely

Operating in line with service/s budget

- 5.1 Ensure approvals are generally aligned with delegated authority as outlined in the delegations manual and secured before proceeding with orders of equipment or repairs.

Effective management and security of physical resources

- 5.2 Ensure workspace and processes are compliant with WHS requirements.
- 5.3 Ensure security of IT assets.

Required Skills and Personal Attributes

To be successful in this role, the IT Desktop Support Officer will be required to:

- Be proficient with technology and computer software.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems and be people focused and work in partnership.
- Apply good working knowledge of recovery-oriented practice.

- Have good interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- Self reflect and constantly review work practices.
- Be committed to professional and ethical conduct.
- Work independently, and as part of a team, and effectively organise and plan your workday.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

1. Tertiary qualification in a computing discipline and/or equivalent relevant experience.
2. Technical knowledge and/or experience supporting Apple Mac and PC hardware, software and network configurations.
3. Working knowledge of communication protocols e.g. DHCP, TCP/IP and networking
4. High level competency in all Microsoft Office applications (preferably within an OSX environment).
5. Demonstrated ability to absorb and communicate technical information.
6. Commitment to providing a responsive customer service oriented approach to IT service delivery.
7. Strong written and verbal communication skills, including the ability to communicate effectively with users regarding IT issues and their resolution.
8. Highly developed analytical, diagnostic and problem solving skills.
9. Sound organisation skills and the ability to prioritise workloads and to effectively manage multiple concurrent activities, whilst maintaining attention to detail.
10. Ability to work in a team environment and independently with minimal supervision.
11. A carer role or having a lived experience would be considered an advantage.
12. Maintain a current Australian Driver's Licence.
13. Appointments subject to satisfactory Australian residency and National Criminal Record checks.

Qualifications and Experience

IT Desktop Support Officer may have obtained:

- A relevant degree in Information Technology field with 1-year relevant experience; or
- A relevant associate diploma with 2-years relevant experience; or
- A relevant certificate qualification with 3-years experience relevant experience attained through previous appointments; or
- Through previous appointments, service and/or study an equivalent level, greater than 4-years experience in Information and Communication Technology.

Agreement

I, _____, have read and understand my obligations as an IT Desktop Support Officer with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

IT Desktop Support Officer

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.