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Position Title: Corporate Services (IT) Assistant

Department: Support Services

Reports to Position: Lead Developer and Corporate Services Team Leader

Direct Reports: Nil

Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R - Respectful

E – Ethical

S – Successful

NDIS Risk Assessed Role

Managers to complete risk assessment – please select:

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☐ Yes ☒ No

Portable Long Service Leave

This role is not entitled to Portable Long Service Leave.

Position Overview

The purpose of this role is to provide support to the Corporate Services team and wider business of GDQ. Key aspects of the role include assisting with the scheduling of our internal Corporate Services (IT) requests, administering new and departing user processes, providing training support to new users in systems, initial troubleshooting of IT and software issues, and becoming a super-user of key GDQ systems to provide ongoing support to end users. Key systems include:

- Dynamics CRM
- SharePoint
- Salesforce
- Genesys Cloud telephony
- Security management tools such as Meraki
- Office 365
- Any other relevant software as well as internal projects in conjunction with the Corporate Services Team Leader and/or Software Developer.

Essential Functions and Responsibilities

- Assist with supporting the day to day requests from current business users. This will require the role to act as an advocate for the use of GDQ Software Systems and the opportunities which they represent for GDQ.
- Troubleshoot and support basic (level 1) hardware and software issues, coordinating the escalation to the GDQ Managed Services Provider (Mercury IT) or Lead Developer/Software Developer as required.

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- Administer New User and User Deprovision request handling through established processes, including hardware provisioning/de-provisioning, license allocation and initial training in key systems.
- Assist in developing training materials and support the delivery of training to staff in business units to ensure their proficient use in these systems.
- Provide basic to intermediate support for all end-user GDQ systems
- Assist with the deployment of new software developments, working with GDQ's Lead Developer, Software Developer and the Vendor Delivery Partners. This includes testing, troubleshooting and delivery of staff training.
- Responsible for championing solutions for GDQ software systems to ensure a high level of engagement. Following established procedures, provide reports on the benefits delivered by these solutions.
- Assist in the process of basic to intermediate data selection across GDQ software systems.
- Work with staff in business units to clarify dashboard and reporting requirements to be delivered by the Lead Developer or Software Developer.
- Assist with providing accurate and comprehensive customer and client data in accordance with data protection standards and company policy, complying with the Information Privacy Act 2009 (Qld) (Act) and the Information Privacy Principles (IPPs) established under the Act, as well as comply with other relevant legislative requirements as directed.
- Develop and maintain effective working relationships with staff, Lead Developer and Corporate Services Team Leader, Software Developer, Vendor Delivery Partners, external stakeholders such as suppliers, clients and Government departments to ensure high quality and timely service delivery.
- Support the team with providing advice to staff, to enable effective use of GDQ Software Systems involving sales, service, stakeholder management, marketing and social intelligence across the organisation.
- Work with the following systems for user, permission and license management:
 - Genesys Cloud (phone system)
 - KnowBe4 (cybersecurity training)
 - Meraki MDM / MS Intune (mobile device management)
 - MacquarieView (mobile phones)
 - Dynamics CRM
 - Salesforce
 - SharePoint

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Supervisory Responsibilities

Nil

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Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Excellent organisational skills.
- Developed computer skills.
- Demonstrated IT knowledge through studies or previous experience.
- Ability to work both independently and as a member of a team.
- Ability to work under pressure and meet deadlines.
- High level interpersonal, oral and written communication skills.

Desirable

- Previous work experience in a similar role
- Proficient user in Microsoft Word & Excel.
- Familiarity with SharePoint.

Working Conditions and Environment

Office based position with considerable amount of time at a desk and operating computer equipment.