POSITION DESCRIPTION

Position Title:	IT Support Technician
Reports To:	IT Network Administrator
Supervising:	N/A
Liaises With:	All staff, residents and clients
Location:	Head Office 136 Mt Alexander Road, Flemington
Classification:	Wintringham EBA
Hours:	Full Time

Program Description:

Wintringham's Head Office is the corporate centre for the company. Located in Flemington, this small dynamic team provides the strategic direction and support services for Wintringham and Wintringham Housing's residential, home care, housing and out-reach services.

The objectives of the position are to:
- Ensure the continued delivery of IT services to users across the network.
- Co-ordinate the development and delivery of information projects within Wintringham's IT environment.

Responsibilities/Duties:

- To ensure confidentiality is maintained at all times.
- Assist and participate in IT Projects.
- Ensure all helpdesk requests are attended to in a reasonable time frame, seeking assistance from team members or external vendors as required.
- Co-ordinate, write and maintain system documentation to ensure IT system is kept up to date.
- Exceptional customer service for users by providing useful support that is professional and minimises downtime.
- Utilise problem solving techniques to research issues and find the best practice solutions to successfully satisfy user requirements.
- Consider continuous improvement opportunities with all requests and empower users to reduce the reliance on the IT team and utilise available systems more effectively.
- Manage all end user equipment upgrades recommending new solutions and new technologies as needed.

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- Contribute to the implementation of the IT strategic plan by identifying areas of development for IT users
- Install new hardware or software as required.
- Liaise with external service providers in relation to IT matters.
- Other duties as directed by the IT Network Administrator or Technology Manager from time to time.

Skills/Experience:

Essential

- A commitment to providing excellent service to Program Managers and all third parties.
- Experience in co-ordintating and prioritising tasks.
- Have the flexibility to work outside normal working hours and be on-call.
- Ability to work to and meet tight deadlines.
- Strong customer service/centric approach and exceptional communication skills.
- Very strong problem solving skills.
- The ability to work autonomously but escalate items in a timely fashion when required.
- 1st & 2nd level IT support in a Windows environment including Microsoft Office products.
- General computer maintenance and security such as Windows update, Malware and Windows firewall.
- Exposure to Networking Technologies
- Exposure to PABX (VOIP and Digital).
- General telecommunications support / knowledge of (landlines, mobile phones-Android and IOS)
- General application support across various technologies.
- Remote site support skills.
- Fast learner, flexible and open to change.

Health & Safety Responsibilities:

As a Wintringham employee you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

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Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED_____   DATE_____