JOB DESCRIPTION FORM

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| Effective date of document  | 30/04/2018 |
| Award  | ACCHS |
| Award Type | Admin - Grade 1 |
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**POSITION IDENTIFICATION**

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| **Title:** | **ICT Trainee** |
| **Reports to:** **Supervision of:** | **ICT Manager** |
| **Relationships – within KAMS:*** Liaise with and provide ICT Support to members and staff of Kimberley Aboriginal Community Controlled Health Services
* Work closely with KAMS ICT & HI Teams
* Liaise with and support other KAMS units and programs

**Relationships – outside of KAMS:*** Liaise with existing and newly identified vendors of ICT hardware and software
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| **Duty Statement** |
| The ICT Trainee role will provide ICT support, assistance and training to all KAMS & Member Services employees, whilst receiving training from the ICT Manager, ICT & Health Informatics Support Officers and external parties, such as TAFE.The ICT Trainee will maintain existing ICT hardware and software to ensure maximum availability for our stakeholders as part of their development and such work will fit in with relevant courseware being undertaken.The ICT Trainee will provide Tier 1 level support via the ICT helpdesk (IT & MMEx queries). The ICT Trainee will triage incoming support queries and escalate to suitable areas as required.The ICT Support Officer will travel when necessary to provide critical and non-critical ICT services to any one of the remote sites that KAMS ICT support.The ICT Support Officer will maintain a professional and courteous demeanor whilst provisioning an excellent level of ICT support.**Kimberley Aboriginal Medical Services is a smoke-free organisation and smoking is prohibited in and around all buildings, vehicles and grounds.** |

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| **Key Responsibilities*** Provide ICT hardware and software support to KAMS and member services employees and stakeholders
* Assist Health Informatics MMEx Helpdesk team with Tier 1 support calls and entry level administrative duties
* Troubleshoot general ICT issues and faults within KAMS and supported sites
* Support end users in the use of various ICT hardware and applications
* Resolve faults lodged to the IT and Health Informatics Help Desk in a timely and courteous manner
* Receive and resolve phone support queries on the IT and Health Informatics Help Desk
* Assist with maintenance of IT hardware and software registers
* Assist with routine maintenance/upgrades/testing of all ICT hardware and software
* Identify and report digital threats and/or consistently repeated faults to ICT Manager and rest of team
* Travel to remote sites and provide ICT support and maintenance services
* Provide support with phone systems and voicemail
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| **Selection Criteria** |
| **Essential:*** Sound communication skills, written and oral
* Excellent customer service skills
* Punctuality and reliability
* Reasonable knowledge of popular Microsoft products
* Basic knowledge and interest in the use of computers and related software & hardware
* Capacity to work within the philosophy of an Aboriginal community controlled organization
* Demonstrated ability to complete tasks
* Ability to work independently and within a team environment
* High level of integrity and the ability to maintain confidentiality
* Police Clearance
* Ability to travel to remote sites
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| **Desirable:** * Completion of IT related courseware or previous experience working in an ICT support role
* Previous experience working with standard network hardware and software, including firewalls, routers, managed switches and enterprise antivirus solutions
* Previous experience working with Microsoft Server technologies
* Possession of a valid ‘C’ class driver’s license
* 4WD driving experience in the Kimberley region
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| **Certification** |
| **The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.**KAMS CEOSignature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_**As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.**Name of employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Appointed: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ |

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| **About KAMS**[**www.kams.org.au**](http://www.kams.org.au) |
| KAMS (Kimberley Aboriginal Medical Services Ltd) is a regional Aboriginal Community Controlled Health Service (ACCHS) resource organisation providing a collective voice for a network of member ACCHS from towns and remote communities across the spectacular Kimberley region of Western Australia. Our major role is in advocacy and support for our ACCHS members, in addition to KAMS being directly responsible for the provision of comprehensive primary health care in 5 remote Aboriginal community clinics at Balgo, Billiluna, Mulan, Beagle Bay and Bidyadanga. Our member ACCHS are based in Kununurra (OVAHS – Ord Valley Aboriginal Health Service), Halls Creek (YYMS – Yura Yungi Medical Service), Derby (DAHS – Derby Aboriginal Health Service) and BRAMS (Broome Regional Aboriginal Medical Service). The KAMS Work force Support and Development Unit provides a model of integrated health education, incorporating accredited training for medical undergraduates and postgraduates, as well as support and non accredited training across the Kimberley. KAMS is also responsible for the development and management of Renal Services for the Kimberley, including satellite dialysis services and support and coordination of local primary health care services in the provision of renal education and prevention, early detection and better management of established kidney disease and coordination of care for those in advanced stages of kidney disease.The KAMS regional collective of ACCHS is a major employer in the Kimberley, with Aboriginal people representing more than 70% of its 300+ strong workforce.  KAMS's regional support includes:

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| * Population Health
* Social and Emotional Well Being
* Health Promotion
* Information Technology
* Pharmacy Support and Training
* Corporate and Financial Services
 | * Research
* Regional Renal Services
* Undergraduate and Postgraduate Medical Training
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Staff may not smoke while in uniform or when they are acting in an official capacity off site. Smoking is prohibited in and around all buildings, vehicles and grounds. |