



Lutheran Community Care

POSITION DESCRIPTION

Job Title: Information Communication & Technology (ICT) Support Officer	
Service: Support Centre, Milton	Conditions: Individual common law contract
Revised: June 2017	Basis: 12 months fixed term (full time)

Purpose of the role

To provide IT support to managers and employees of Lutheran Community Care's Support Centre, Aged Care and Community Services.

Operating environment

This position is located in Milton in the Support Centre of Lutheran Community Care (LCC), a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

The Chief Information Officer has overall responsibility for information, communication and technology. LCC also works closely with specialist contractors particularly in the areas of website design, telecommunications and IT architecture.

Reporting Relationships

The ICT Support Officer reports to the ICT Infrastructure and Projects Manager and works closely with other members of the ICT Team.

Major Responsibilities

Within the policies established by LCC and working in collaboration with relevant managers and employees, the occupant of this position will:

- Provide 1st level ICT support in person, over the phone and remotely;
- Proactively follow up with ICT queries to ensure they are resolved;
- Undertake installation and troubleshooting for hardware, operating systems and desktop applications;
- Perform daily routine checks and functions;
- Assist with the rollout and upgrade of desktop computer systems and applications; and
- Make routine changes and additions within Active Directory.

Qualifications and experience

The incumbent may hold a qualification in Information Technology or a related field. They may have knowledge of the configuration and management of a computer system within a Microsoft Windows Server virtualised environment. An understanding of ITSM and ITIL processes, VMware virtualisation and Citrix Xenapp desktop delivery would be highly regarded

The incumbent should be comfortable working within a small team in a fast-paced and professional environment on a wide range of simultaneous tasks. They will have the ability to communicate (written and verbal) clearly and precisely at a technical level and with non-technical users. The



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incumbent will have excellent problem solving skills and will take responsibility for achieving outcomes for clients. They will also have a proven track record of customer service.

It is a position requirement that the incumbent undergo a criminal history check as well as hold a current drivers licence.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by LCC Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.
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