**POSITION:** IT Senior Support Officer

**LOCATION:** Newcastle West

**REPORTING RELATIONSHIPS:** IT Customer Support Manager

The role of this role is to manage the delivery of effective support of IT Services to all Lifestyle Solutions staff in line with agreed standards as well as provide assistance to the IT Customer Support Manager

**DUTIES AND RESPONSIBILITIES:**

* Resolve second-level and third-level IT issues within the agreed SLA timeframes
* Log support calls and document their outcomes to facilitate the resolution of common queries
* Provide effective administrative and technical support to the IT Customer Support Manager
* Assist in the development and review documentation for IT systems and processes
* Assist in the development and review IT Support standards and agreements
* To contribute to improvements to IT support operations and processes
* To contribute to ensuring that the Help Desk systems and software are kept up to date and messages are passed on and feedback received promptly.
* Provide technical escalation support
* End user support as required,
* Other duties as required

**SELECTION CRITERIA –** *IT Senior Support Officer*

**Key areas of responsibility include:**

* Comply with all Lifestyle Solutions Policies and Procedures
* Contribute to the creation and maintenance of procedures and policies across the Shared Services department,
* Manage confidential and commercially sensitive information across the Shared Services team,
* Display an understanding of and commitment to all policies and procedures of the organisation,
* Take reasonable care for your own health and safety. Not endanger your own or others' safety and health through
	+ your actions or failure to act,
	+ Follow all reasonable directions given to you by your manager,
	+ Immediately report any work-related injuries which have led to, or might lead to, an injury or illness,
	+ Immediately report all safety hazards identified within the workplace,
	+ Ensure you use any equipment in accordance with the training and instruction that you have received,
	+ Conduct yourself and your work in line with all Lifestyle Solutions WHS policies and procedures as notified to you.
* Maintain a proactive health, safety and wellness culture
* Positively promote a culture of health, safety and wellness within your area of responsibility,
* Acquire and keep up-to-date knowledge of work health and safety matters,
* Have a detailed understanding of the nature of our operations and understand specifically the hazards and risks associated with these operations,
* Ensure that any work-related injury, illness or hazard is on-reported immediately to the Health, Safety and Wellness Team,
* Consult with the WHS committee before changes are made to the work/processes or workplace, which may affect the health, safety and welfare of workers,
* Ensure implementation of corrective safety actions within area of responsibility,
* Assist the Return to Work Coordinator to identify tasks which may be suitable as alternative work to rehabilitate an injured worker,
* Assist the Return to Work Coordinator to facilitate the smooth return to work of injured employees and notify any changes affecting an injury or the workers ability to meet the physical requirement of their role and/or RTW plan.
* Contribute positively to the work of Lifestyle Solutions (Aust) Ltd
* Promote the work and profile of Lifestyle Solutions in the community,
* Role model constructive behavior and the Lifestyle Solutions Values,
* Contribute to consultations regarding policy and procedure development and operational aspects of staff support,
* Uphold the sentiments of Lifestyle Solution’s Mission and Vision Statements,
* Provide reports as required by management.

**SELECTION CRITERIA**

**Mandatory Knowledge and Skills:**

* Relevant qualification & in-depth knowledge of best practice in IT Support
* Minimum of three years’ experience in IT Support roles with significant focus on driving business outcomes and process driven improvements
* Experience in supporting continuous improvement processes
* Strong time management skills, coupled with the ability to effectively manage multiple activities
* Strong stakeholder management capabilities and customer service orientation, including a demonstrated ability to communicate effectively with diverse audiences using a variety of strategies and work collaboratively with all areas and levels of the organization
* Demonstrated ability to work independently without the need for close task supervision

**Desirable Knowledge and Skills:**

* Strong IT knowledge and business application acumen
* Previous experience working in the Community Services Sector

**Acknowledgement of Receipt of Position Description:**

I, ............................................. have read and understand the responsibilities of my employment as a *IT Senior Support Officer* - as outlined in this position description and accept these conditions.

Signed:

Date:

Return this page with your signed employment contract to:

People and Culture

Lifestyle Solutions

PO Box 81

ISLINGTON NSW 2296