SCHEDULE 2

**POSITION DESCRIPTION: LCA IT Officer**

**Purpose of the Position**

The IT Officer is to provide IT services to the Lutheran Church of Australia and its departments and other entities as required under the direction of the IT Co-ordinator

These services may include:

* Implementation of LCA Policies and Procedures
* Provision of IT training
* Maintenance of records and databases in accordance with LCA requirements
* Provision of information and assistance to the LCA and its departments and other LCA entities
* Assistance to the Executive Officer of the Church and the LCA Business Manager as required.

**Conditions of Employment**

The position will report directly to the LCA IT Co-ordinator.

**Objective of the position**

This position works under general direction of and in conjunction with the IT Coordinator to ensure the efficient and effective operation of the Private Network (PN) for the Churchwide Office of the Lutheran Church of Australia (LCA) and other entities as directed.

**Qualifications**

Knowledge or training equivalent to:

* completion of a degree without subsequent relevant work experience; or
* completion of an associate diploma and at least 2 years subsequent relevant work experience; or
* completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or
* an equivalent combination of relevant experience and/or education/training

**Major Responsibilities of the Position**

The key responsibility areas are the major outputs for which this position is responsible but are not a comprehensive statement of the position activities

* Contributes effectively to the day to day operation of the PN of the LCA
* Ensures effective operation of equipment connected to the PN
* Provides IT hardware and limited software support for all users of the PN
* Provides SharePoint administration, design and development of databases, including Microsoft Admin Center, Microsoft Groups, Workflows and PowerShell
* Installs server software updates when required
* Assists with software installs and upgrades on workstations
* Undertakes IT work as directed by the IT Co-ordinator
* Contributes to the effective maintenance of the telephone communication systems
* Documents standards and procedures for PN administration
* Coordinates with ICT service providers involved with the PN if required
* Contributes to the operations and maintenance of hosted services of the PN
* Assists in the management of photocopiers
* Any other duties as required by the IT Co-ordinator

**Professional skills**

* Demonstrated skills in the operation of computer applications including advanced knowledge of the infrastructure of a private network (multi-site)
* Demonstrated skills in the administration of internet technologies including remote access, VPN, FTP, firewalls, inter site connectivity and Microsoft Azure Active Directory in a Microsoft Online environment
* Demonstrated understanding of SharePoint Online and its components, including SharePoint Administration, Teams, Workflows and PowerShell

**Required Skills, Abilities and Qualities**

* High level knowledge and understanding of current issues associated with IT services
* Demonstrated high level written communication skills including the ability to provide advice and prepare reports, policies, training resources and correspondence.
* Demonstrated ability to maintain confidentiality
* Demonstrated initiative
* Ability to work flexible hours to meet the requirements of the position

**General terms of appointment**

* Willing to work in a Christian environment and uphold the values and teachings of the Lutheran Church of Australia (LCA)
* Able and willing to work in the environment of the LCA and actively identify with and understand the needs of the Church
* Agree to abide by all LCA policies as applicable
* Observe and comply with the LCA Work, Health & Safety policies and procedures
* Confidentiality regarding sensitive information is a requirement of the position