|  |
| --- |
| **POSITION DESCRIPTION** |
| **Position Title:** | Administrator, Systems - Client Services |
| **Service/Facility/Department:**  | Service Enablement |
| **Direct Reports:**  | Nil |
| **Key Relationships:**  | **Internal:** Anglicare managers and teams, Service Enablement team, systems users |
| **External:** Vendors |

**Position Statement / Overall Purpose**

The overall purpose of the Administrator, Systemsis to act as the first point of call for client management system and database issues and to provide helpdesk support to users. The Administrator, Systems is also responsible for logging, documenting, and tracking client database system issues, acting as an escalation point for helpdesk jobs, and liaising with vendors to ensure these jobs are tracked through to resolution.

The Administrator, Systems will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Queensland Driver Licence
* Qualifications and/or certifications in ICT related area (desired)
* Ability and willingness to travel within the service

**Key Selection Criteria**

* Proven ability in troubleshooting, assisting end users with various issues and providing resolutions
* Experience in offering ICT support to users of various levels
* Excellent written and verbal communication, including the ability to relate technical information to non-technical users
* Time management and prioritisation skills, and able to work effectively to deadlines both independently and as a team member

**Key Accountabilities and Responsibilities**

1. **Accountability: Technical Support**

***Provide technical support and advice to queries logged through the helpdesk***

**Responsibilities:**

* Provide support and helpdesk issue resolution.
* Act as first point of call for client management system & database user issues, Level 2 helpdesk queries and escalation point for Level 1 staff
* Respond to all issues in a timely manner and prioritise issues on criticality including escalations as required
* Complete documentation reports and system testing as required and ensure information is logged and monitored accurately
* Liaise with Vendors and ensure escalated helpdesk issues are logged and tracked
* Actively participate in problem resolution, clean-up tasks, and action reviews.
* Assist in the development of methods, procedures, and documentation for the team
1. **Accountability: Compliance**

***Monitor system requirements and recommend solutions to ensure compliance***

**Responsibilities:**

* Manage and monitor security, health checks, issues and escalations as required
* Process User Request Forms and all other documentation as per process requirements
* Participate in ad-hoc activities and projects
* Identify areas of improvement and provide recommendations including strategic and operational requirements and ensure effective communication of changes
* Assist with the development & review of internal design specifications and application software

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.