



POSITION DESCRIPTION

Position Title	Information Communication & Technology (ICT) Support Officer
Current Incumbent	-
Department/Function	Information Communication & Technology
Location	Milton Support Centre
Reports To (<i>Position</i>)	ICT Support Lead
Positions Reporting to this Position	-
Effective Date (of PD)	March 2019

Main Purpose/ Primary Objective	To provide IT support to managers and employees of Lutheran Services Support Centre, Aged Care and Community Services.
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Key Accountabilities/Key Result Area	
<p>Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:</p> <ul style="list-style-type: none">• Provide direct ICT support in person, over the phone and remotely to stakeholders• 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	

Key Relationships/ Interactions	The ICT Support Officer reports to the ICT Support Lead and works closely with other members of the ICT Team. This role interfaces significantly with internal clients, ICT project management, and vendors.
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Position Requirements (Knowledge and Experience)	<p>The incumbent is to hold a tertiary qualification in Information Technology or a related field. They are to 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 Xen-app desktop delivery would be highly regarded.</p> <p>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 a highly developed ability to communicate (written and verbal) clearly and precisely at a technical level and with non-technical users. The 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.</p> <p>Lutheran Services fosters growth within the ICT team and provide training in line with staff professional goals.</p> <p>You must also maintain a current Australian Driver's License</p>
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Culture	<p>At Lutheran Services we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:</p> <ul style="list-style-type: none">▪ a learning and growing environment▪ a high achievement orientation▪ a sharing environment - information, resources, ideas and goodwill▪ commitment to being the best we can be▪ humility, fairness and openness in how we go about our work. <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
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Prepared By	<i>Date</i>	/	/
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We certify that the content of this position description is accurate:

Incumbent's Signature	<i>Date</i>	/	/
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Manager's Signature	<i>Date</i>	/	/
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NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.