

POSITION DESCRIPTION

Position Title	IT Support Officer		
Team			
Classification	SCHADS Level 3	Employment Status	Full Time
Position reports to	ICT Manager		
Location	South East Melbourne, primarily based in Dandenong		
Last revised on	October 2022		

A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

SMRC operates from its head office in Dandenong and has a service office in Pakenham, employing 150 staff including 65 Direct Care workers and 180 volunteers.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations. The workforce teams are divided into Health and Wellbeing, Social Participation, Economic Participation, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

B. Role Purpose

The role of the IT Support Officer will be to provide administrative and technical support to specific ICT operations in the administration of Service Desk applications- Jira, and other relevant IT systems as required.

This position would be suitable for someone with experience in the maintenance and rollout of Information Technology support administration in the not-for-profit sector.

C. Key Responsibilities

- Assist with Carelink™ and™ MS365 applications administrative support.
- Maintain client and organisation confidentiality.
- Report promptly any problems or concerns to Management
- Assist with administrative and technical support
- General ICT Administration tasks as required
- Maintain inventory of all hardware and software; ensure support and licences are current.
- Consult with others to assess, analyse, and resolve computing needs and system requirements.
- Support information technology-related equipment installations, moves, additions, changes, and system enhancements.
- Troubleshoot, repair, resolve technical problems or issues related to computer hardware, software, LAN, and WAN/ internet; respond to program error messages.

- Provide end-user support for all applications as required.
 - Train and guide users in the correct use and security of all IT systems
 - Log support calls and document their outcomes, including analysing common trends.
 - Create and design specifications as requested by Diverse Care, Finance, Active Health Wellbeing, and account management unit.
 - Liaise with managers to document business processes effectively.
 - Ensure that various appropriate infrastructure elements, including documents, periodicals, manuals, policy documents, etc are kept up to date and are available.
 - Create and develop functional requirements of systems to improve quality, performances, external interfaces, and constraints.
 - Carryout analysis of requirements by checking for derived requirements that are logical to user requests.
 - Outline requirement specifications with the use of standard templates for both used cases and detailed software.
 - Manage requirements and ensure they are stored in automated systems.
 - Record, manipulate, and make reports on requirements stored in the rational tool suite.
 - Supervise requirements traceability information and record requirements status during the project.
 - Monitor changes to baseline requirements with the use of effective application of change control processes and tools.
 - Make contributions in the development of Test Plans and Test Scripts and perform test execution as required.
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety
 - Contribute to continuous improvement.

Community and Agency Relationships

- Develop and maintain positive relationships with key stakeholders including relevant Local Government representatives, service providers, relevant community leaders and associations.

Finance

- Work within the program budget as approved by the Board and within the organisational policy.
- Ensure all reporting and budgeting requirements are adhered to as per funding guidelines

General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the program manager and commensurate with the scope and classification of the position
- Attend compulsory training as per SMRC policy

D. Person Specification

Qualifications

- Ideally Tertiary qualifications in Information Technology/ Computer Science
- Proven IT experience

Key Knowledge Areas

- Previous experience in a network administrator position
- Ability to offer technical support to Level 1 to Level 3 queries

Desirable

- Knowledge of Carelink Plus™ – or similar client management system
- Knowledge of MYOB
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E. Key Selection Criteria

Essential capabilities

Professionalism

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Work Planning - Participates in regular supervision meetings with Manager to ensure that the work objectives are consistent with this position description and organisational objectives.

Communication

- Interpersonal Skills - Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Verbal Communication – Speaks respectfully in a way that explains issues and information clearly to clients/ members and colleagues.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.

Team work

- Team dynamics – Supports team dynamics, supports productive working relationships and work-life balance
- Openly shares information, participates and contributes to team discussions

Change and responsiveness

- Change Management - Supports change management processes
- Maintains a positive approach to change and adapts to new or different ways of working

Program Management

- To work as team in the delivery of high quality services
- Performs own role and responsibilities efficiently, to contribute to program and project outcomes.

Governance and compliance

- Risk Management – Manages own risk and ensures that risks are identified and reported in own work context

F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; Takes a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.

G. Staff reporting to this position

None

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) employer and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC strongly believes in protecting the safety and wellbeing of children and vulnerable communities and take child protection very seriously.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are required to follow common conditions of employment. These are outlined in the SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values & Behaviours- Integrity, Compassion, Accountability, Respect, Excellence.

I. Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following:

- Current COVID-19 Vaccination Status
- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900

J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date