

## POSITION DESCRIPTION

<b>Date</b>	September 2022
<b>Position Title</b>	IT Support Officer
<b>Reports to (position title)</b>	IT Team Leader
<b>Department</b>	Finance

### Organisational Context

**bestchance** Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley and Pakenham, Victoria, Australia.

**bestchance** adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

**bestchance** also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

**bestchance** is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

### PURPOSE

For all children, families and individuals to thrive in their community.

## VISION

**Inclusion** we include everyone regardless of their background, needs or circumstances

**Care** We nourish and nurture resilient relationships

**Education** We develop skills and knowledge to build capacity and resilience.

## VALUES

**Humility** we focus on listening to better understand and meet needs

**High Expectations** we have high aspirations for our client outcomes and for the calibre of our services and staff

**Innovation** we embrace change based on critical reflection

**Curiosity** we seek new understandings and knowledge

**Evidence** we seek and generate evidence to evaluate and improve our programs

**Challenge** we look beyond the immediate to achieve different results

## POSITION PURPOSE

The purpose of this role is to support all bestchance staff in the use of ICT hardware, peripherals, and software platforms and to assist the other members of the infrastructure team. The IT Support Officer will work closely with the IT Team Leader and the external IT Team.

## PRIMARY OBJECTIVES

- Provide Desktop Support in person or remotely
- Application Support
- Support Ticket System Management
- Technical Documentation

## KEY RESULT AREAS AND RESPONSIBILITIES

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries in person, by email or over the phone.
- Record events and problems and their resolution in IT tracking software.
- Direct unresolved issues to the next level of support personnel.
- Follow the standard help desk procedures and follow up with end users to ensure the issue has been resolved.
- Writes and maintains ICT technical, operational, and client-facing documentation supporting IT service delivery.
- Install peripherals and provide training to computer users.
- Research questions using available information resources.
- Advise the user on appropriate action.
- Create accounts and configure hardware as part of the onboarding process.

- Testing and evaluating new technologies.
- Assist in the implementation of new Information System rollouts.
- Inform management of recurring problems.
- Assist with the compilation and management of ICT asset registers.
- Stay current with system information, changes, and updates.
- This position will require travelling to other bestchance sites on a day-to-day basis.

## **Qualifications and Experience**

- Proven experience as a help desk technician or other end-user support roles.
- Experience with
  - Windows 10, Mac OS X, SharePoint, and Office 365.
  - Active Directory maintenance and Microsoft Exchange 365.
  - PC hardware, Printers, scanners, computer peripherals, Mobile devices (iOS, Android).
  - Client PC connectivity - Ethernet, TCP/IP, NBN and VPN.
- File server, SharePoint knowledge.
- 2 years+ of experience working in a Windows/Mac environment.

## **KEY SELECTION CRITERIA**

- Strong customer service and troubleshooting skills.
- Ability to communicate technical information, both verbal and written to a wide range of end-users.
- A technical, logical thought process.
- Problem-solving skills.
- Good task management abilities.
- An ability to stick to strict deadlines.
- An ability to prioritise and delegate.
- A keen eye for detail.
- Hold an Employee Working with Children Check
- A current driver's license is highly desirable.