

POSITION DESCRIPTION	
<b>Position Title</b>	Information Communications Technology (ICT) Support Officer
<b>Position Number</b>	TBA
<b>Classification Level</b>	Level 4 of Disability Living Inc Enterprise Agreement 2016
<b>Department</b>	ICT
<b>Responsible Manager</b>	Manager Corporate Projects and Business Support
<b>Date Created</b>	February 2019
<b>Review Date</b>	February 2020

## Organisational Overview

disAbility Living Inc. was established in 1984 to provide long term accommodation and support for young adults. We have provided supported accommodation for people with disabilities in South Australia for close to 30 years. We believe in the inherent right of people with disabilities to have choice and control over their lives and support their right to be active citizens enabling them to participate fully in the community.

## C.R.E.D.I.T Culture

disAbility Living's mission is to "*foster an inclusive community that supports people to make real choices about how they want their life to be*". This is underpinned by disAbility Living's **C.R.E.D.I.T** Culture that guides our service delivery, systems and processes. Our **C.R.E.D.I.T** Culture allows for our organisation to see each other as human beings with similar experiences, rights and feelings.

### Communication

Only sharing content that is relevant, constructive, informative and motivational

#### Respect

Being mindful of our diverse audience and considerate of their particular circumstances and perspective

#### Empowerment

Promoting a safe and positive environment that can enhance the knowledge and shared experiences of our clients, their families and our staff

#### Dignity

Ensuring our clients, their families and our colleagues are always represented in respectful and supportive manner

#### Insight

Demonstrating an understanding of our community's diverse needs, opinions and contributions

#### Trust

Only sharing content that everyone in our community will value and appreciate

## Accountability Statement

Under the guidance of the Manager Corporate Projects and Business Support, the Information Communications Technology (ICT) Support Officer is primarily responsible for:

- Providing ICT support and strong customer service focus to all disAbility Living business units and staff
- Supporting the installation and maintenance of computer hardware, software and networks
- Day to day delivery of support for ICT problems, requests for assistance, business system administration and infrastructure activities
- Ensuring that the support services provided to business units meet any agreed IT performance objectives and achieves a high level of customer satisfaction under the guidance of the Manager Corporate Projects and Business Support.
- Assisting the Manager Corporate Projects and Business Support to develop ICT related proposals, system monitoring and reporting processes and business planning

This Position Description sets out the scope of the role together with the main duties of the position at the date when it was completed. It does not include or define all tasks which the incumbent may be expected to carry out, and duties may vary from time to time.

## Special Conditions

Initial and continued employment with disAbility Living is subject to the following special conditions:

- Maintenance of a criminal screening assessment satisfactory to disAbility Living
- Current South Australian Driver's licence
- Maintenance of any training certifications as required by disAbility Living

## Key Expectations

**In the day to day performance of their duties, disAbility Living expects that the ICT Support Officer will:**

- Ensure that disAbility Living's Code of Conduct and C.R.E.D.I.T Culture are consistently upheld
- Perform work responsibilities in a manner which reflects a commitment to disAbility Living's strategic directions and priorities, and contributes to the efficient and effective functioning of the relevant service and business area. This includes demonstrating appropriate workplace behaviours, aiding relevant stakeholders as required and undertaking other key responsibilities or activities as directed by the Manager Corporate Projects and Business Support.
- Demonstrate a commitment to own learning and development to maximise personal potential and capability
- Read, understand and comply with all disAbility Living's policies and procedures.
- Ensure effective processes are maintained so that risks to the integrity and security of the organisation's ICT systems and networks are minimised
- Work collaboratively and maintain positive relationships with relevant external providers and consultants as required

## Key Accountabilities

### Support the achievement of operational objectives in relation to effective ICT systems and processes

- Assist in the development and implementation of the organisation's strategic and operational ICT plans
- Maintain an attitude of customer service in the provision of ICT technology and support services.
- Provide support and training for management and staff to implement systems that align with the organisation's ICT plan
- Ensure robust ICT systems and process are maintained through the development of appropriate tools, guidelines and timely response to problems or issues
- Ensure all documentation and records associated with software applications, assets managed by ICT and hardware configurations are always maintained and kept up to date.
- Contribute to monitoring the effectiveness of the ICT plan by managing key performance indicators and producing relevant reports
- Contribute to the development of the ICT budget
- Contribute to the development of an Assistive Technology framework

### Maintain effective and secure network systems

- Daily monitoring of network systems to identify any (potential) breaches of security or system integrity
- Provide first contact "helpdesk" support for network users
- Establish, document and maintain Operational Procedures related to network systems and devices
- Undertake root cause analysis of identified issues and events to prevent reoccurrence of hardware/software issues and to appropriately support users
- Provide network performance reports as determined by the Manager Corporate Projects and Business Support
- Maintain administration of records related to network users, their roles and security settings

Under the direction of the Manager Corporate Projects and Business Support:

- Perform system recovery in the event of the activation of the ICT Disaster Recovery Plan

In consultation with the Manager Corporate Projects and Business Support:

- Implement and maintain ICT infrastructure, identify potential problem points and research/apply solutions
- Extend the functionality of existing systems and software by developing applications to support business needs
- Monitor and maintain the organisation's cyber security, including Notification of Data Breach requirements under the Privacy Act 1988 (Cth)

## **Provide administration level support for the implementation and maintenance of DLI IT System**

- Regularly monitoring system functionality and data integrity
- Providing front-line support to System users
- Developing system documentation as required
- Implementing system upgrades as required
- Assisting in training of disAbility Living staff
- Liaising with External IT System providers and other IT consultants as required

## **Maintain effective and secure information systems**

- Maintain the organisation's security/access matrix
- Ensure access to information systems is based on job descriptions and passwords
- Develop and maintain guidelines and tools to facilitate appropriate application of information systems by staff
- Provide information system support and training to staff as required
- Monitor and maintain the storage of electronic documents and records in accordance with established archiving and retention guidelines

In consultation with the Manager Corporate Projects and Business Support:

- Extract and manipulate data for migration between systems

## **Provide relevant training and support to disAbility Living staff**

- Train employees on the use of ICT systems, software and procedures
- Develop relevant support and training documentation
- As new systems and applications are introduced, support staff through the change management process
- Instruct and advise staff on cyber security issues

## **Provide support to disAbility Living staff in the implementation and use of Assistive Technologies**

- Work with Client Services staff to identify Clients who may be able to benefit from, or live in the community with assistive technology supports
- Assist with the implementation of, and ongoing support for any provided Assistive Technologies

## **Personal Attributes**

- Demonstrated commitment to the organisation's CREDIT Culture
- Understanding of ICT applications in a community sector context
- Highly developed relationship building / interpersonal skills and ability to connect with people with a diverse range of interests and cultural backgrounds
- Passion for continued investigation and understanding of the latest trends in the use of Assistive Technologies for people with disabilities
- Excellent communication (verbal, written and online) and inter-personal skills
- Pro-active and able to work well autonomously as well as making a positive contribution in a team driven environment
- Accuracy and strong attention to detail
- Creative, able to think laterally and prepared to hit the ground running
- Well organised and results focussed

## Knowledge of:

Information and communication technology related to the design, installation, operation and maintenance of local and wide area wired and wireless including high level knowledge of:

- Windows 2012 or higher
- Microsoft Office 365 Administration
- Database systems, including Microsoft Access, SQL-based database engines such as Microsoft SQL Server, and open source database servers
- Microsoft Remote Desktop and Citrix Receiver
- Cisco Technologies e.g. router, switch, wireless, firewall

## Experience with:

- Microsoft Office 365 including Exchange 365 and SharePoint 365
- Helpdesk software implementation, maintenance and usage
- Hardware (PC, laptop and server) and software support;
- LAN and WAN design, installation and administration including:
  - Servers and network architecture
  - Cloud computing and technologies
  - Microsoft active directory
  - VPN, TCP/IP
  - Network and cyber security
  - ADSL and NBN technology
- Local area network and remote access troubleshooting
- Communications equipment and services including:
  - IP telephones
  - Mobile devices including mobile telephones and tablets and mobile device management

## Skill in:

- Customer service
- Delivery and development of short training courses and presentations to staff and other stakeholders
- Operating, installing, maintaining, configuring, and troubleshooting a variety of hardware and network issues including:
  - desktop, laptop and tablet computers
  - local and wide area networks equipment, servers and peripherals
- Systems analysis and information system concepts, techniques, and operating principles;
  - document information & communication systems, processes and guidelines
  - documentation development appropriate for the target audience
- Providing ICT reporting and forecasting information

## Minimum Qualifications

- Diploma level qualification in IT support
- Industry recognised certifications in Microsoft Server / Microsoft Hyper-V / ITIL

## Acknowledgement by Incumbent

I have read and understood the requirements of the position and acknowledge that the statements included in this Position Description are intended to reflect the duties and responsibilities that I am required to undertake; however, are not to be interpreted as all inclusive.

Name .....

Signature .....

Date ...../...../.....

## Approvals

Position	Name	Signature	Date
<b>Q &amp; C Manager</b>			
<b>Managing Director</b>			
<b>HR Review</b>			