Position Description
For
ICT Support Officer
Information, Technology and Communication
Department
Hobart

<table>
<thead>
<tr>
<th>Programme:</th>
<th>ICT Services</th>
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<tr>
<td>Location:</td>
<td>Based in Hobart with travel within Tasmania</td>
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<tr>
<td>Reports To:</td>
<td>ICT Manager</td>
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<tr>
<td>Approved by:</td>
<td>Business Manager, Archdiocese of Hobart</td>
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<td>Version:</td>
<td>May 2012</td>
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<td>Full Time Equivalent:</td>
<td>1 FTE</td>
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**Context:**
The Archdiocese of Hobart is the expression of the Catholic Church in Tasmania. The Information Technology and Communication (ICT) department within the Business Manager’s Office is responsible for the provision of ICT guidance and advice to the Archdiocese of Hobart. This Department designs, develops and manages ICT infrastructure for the State assisting the effective delivery of services for a number of Archdiocesan Agencies to their constituents.

The ICT department is based in Hobart. ICT services are delivered to a broad range of businesses and Church agencies including Centacare Tasmania and Parishes. The WAN currently spans six sites across the State. These sites are located in Launceston, Burnie, Devonport and Hobart. We also provide support for other church welfare agencies affiliated with the Archdiocese.

ICT Services works within a customer-focused small team environment. Key attributes of ICT team members include dedication, effective communication, positive attitude and adaptability.

**Primary Objectives:**
The Position’s overall role is to provide front line ICT support for users by providing technical support and troubleshooting for all aspects of computer hardware, network and software.

The key responsibilities include:
- Client support and Helpdesk management
- ICT Asset inventory administration and management
- Maintenance and management of Backup Operations state-wide
- Infrastructure and application support and maintenance
- Administer the Archdiocese of Hobart web site
- Documentation of procedures, processes, helpdesk, testing and system configurations.
- Perform other ICT roles or work as requested by the ICT Manager
Major Accountabilities:

1 Interpersonal and communication
   a. Good written and verbal communication skills
   b. Active listening skills to ensure proper understanding of work requirements and planned programs
   c. Demonstrate a positive, considerate and helpful manner in working with all members of staff or ICT clients
   d. Time and work management skills that ensure workload is managed and deadlines are met according to agreed priorities
   e. Demonstrated high work ethic and quality assurance ensuring work is followed through to an agreed standard of completion
   f. Capable of working on own initiative as well as part of a wider team where the role is expected to seek guidance from and give support to fellow team members. The position holder may be required to stand in or cover for colleagues in broadly similar roles
   g. Provide timely responses to all ICT enquiries or concerns
   h. Regularly report and communicate with the ICT Manager of key issues and task outcomes

2 Professional/technical elements:
   a. Contribute to the establishment and maintenance of ICT operations to support the administration and service delivery needs of the Archdiocese and its entities by:
      • Commissioning, migrating and decommissioning hardware, software, and network infrastructure and user access to support the needs of staff
      • Performing user management support for user accounts
      • Undertaking routine maintenance and checking of networked workstations and other peripherals
      • Following acceptance testing for new ICT equipment
      • Installation, configuration and removal of standardised software onto systems as advised by the ICT Manager
      • Accurately recording, administering and managing lifecycle of assets and software licences through ICT asset management system
      • Maintaining ICT knowledge base with system documentation, procedures and help sheets
      • Proactively monitor system security patches and malware updates to ensure currency and correct deployment
      • Proactively administering backup and recovery operations by maintaining and monitoring backup equipment and data
      • Analysing backup issues and report findings to ICT Manager
      • Undertaking some web or system development as required
• Regularly backup and manage the Archdiocese of Hobart Internet site, ensuring security patches for modules are tested on the test site prior to updating the live site

• Producing and running system and network monitoring reports and utilities

b. Provide support to ICT clients by:

• Accurately administrating and managing the Helpdesk system and processes

• Providing client support to users and ensuring that user’s requests are understood, properly documented and prioritised

• Responding to assigned job requests in a timely fashion and communicating with or escalate to other team members to optimise client response times

• Investigating issues and accurately recording actions taken, diagnostic information, outcomes and time taken in the support log

• Ensuring all helpdesk requests are completed and outcomes are communicated to clients

• Developing procedures and help sheets to assist with instructing users with appropriate practices

• Continually seeking opportunities to increase internal client satisfaction and deepen customer relationships

c. Research and understand new ICT technologies and apply these to work situations under the direction of the ICT Manager

d. Assist with disaster recovery readiness and contingency plans

e. Undertake any other ICT tasks or responsibilities as requested by the ICT Manager

3 People management or teamwork activities:

a. Promote collaborative team culture amongst ICT team by assisting and being willing to be assisted by other members so that overall objectives across ICT services can be met

b. Actively maintain team communication

c. Assist as an active and knowledgeable participant, in the research, identification and evaluation of new technologies that may support and benefit ICT service delivery

d. Attend meetings to monitor workload, plan activities and solve issues

e. Regularly report and communicate with the ICT Manager about key issues and task outcomes

f. Provide support and advice to ICT Manager when required

4 Compliance requirements and quality control activities:

a. Document and submit planning prior to project undertaking or system testing

b. Assist with improvements in policies, procedures and practices

c. Establish and maintain administrative procedure and practices for the ICT Team where required

d. Actively contribute to the preparation and review of ICT maintenance programmes
e. Perform operations, maintenance and troubleshooting, taking a proactive approach to identify recurring problems and report these to the ICT Manager
f. Actively contribute to the continuous improvement of services provided by ICT Department
g. Record all work to a set standard within relevant systems and within appropriate service agreements
h. Support of ITILv3 Framework principles and adoption of processes

5 **Personal accountability level:**
   a. Accountable and responsible for the accurate recording and maintenance of ICT Asset Registry
   b. Responsible for accurate recording of support logs for helpdesk and timely response to clients
   c. Responsible for backup processes and data recovery
d. Responsible for ensuring documentation is up to date relating to user knowledge base
e. Proactive approach to personal and professional development

**Risk and Workplace Health & Safety:**
The Archdiocese of Hobart is committed to ensuring that our operations at all Agencies are conducted with proper regard for health and safety of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

We expect all employees to participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

**Key Communications Linkages:**
The ICT Support Officer is accountable and reports to the ICT Manager and will be in regular communication with Archdiocesan and Centacare Agency staff, Priests, Religious, Parish staff, other external catholic organisations and vendors across the state.
Job Environment:
1. This position requires some lifting and bending as part of the commissioning, migrating and decommissioning of hardware, audio equipment and network infrastructure
2. The position requires movement of users’ desktops and setting up equipment in specified rooms
3. Close work using non electrical tools
4. Periods of sedentary work while providing phone and email support to clients
5. Travel to support sites around the southern area and across the State
Selection Criteria

Essential requirements

- An understanding of, and commitment to, the operations of the Catholic Church and a commitment to the philosophy and core values of the Archdiocese of Hobart
- Essential background:
  - Relevant Certificate IV in Information Technology or similar industry qualification
  - Demonstrated experience in some of the following ICT related activities, including wide or local area network administration, desktop hardware or software support, ICT operations support, security support and database administration in a service delivery environment
  - Permanent work rights for Australia
  - Current Australian Drivers Licence
- Aptitude and desire to provide responsive customer service
  - Demonstrated active listening skills in understanding client and other staff requirements
- Good written and verbal communication skills
  - Demonstrated ability to develop and document ICT processes or user support outcomes
- Excellent time and work management skills that ensure workload is managed and deadlines are met according to agreed priorities
  - Ability to prioritise and complete work independently and as a team member
  - Ability to manage change and disruptions in workflow or processes
- Critical thinking and analysis of client and operation issues based on sound experience and knowledge
  - Good working knowledge of hardware diagnostics and troubleshooting.
  - Sound working knowledge of MS Office 2007 and Win XP, Win7
  - Sound working knowledge of Active Directory
- Sound Understanding of networking protocols and processes
  - Able to identify network issues and pinpoint area of issue especially in regards to user operations.
  - Sound working knowledge of DHCP, DNS and networking environment
  - Understanding of tiered security approach and firewalling rules (Access lists)
- Ability and willingness to undertake the relevant employee screening processes, including the provision of a National Police Criminal History Check satisfactory to the Archdiocese of Hobart
Desirable qualifications and experience

- Tertiary Qualification in Computing or similar field
- Microsoft certification MCITP or other similar industry certifications
- Understanding of ITIL v3 framework
- Working knowledge of SharePoint and Exchange 2010
- Understanding of open source Content Management Systems architecture and relevant scripting languages