

## Position Description | IT Helpdesk Officer

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<b>Position Title:</b>	IT Helpdesk Officer
<b>Department/ Division:</b>	ICT Department
<b>Reports To:</b>	ICT Manager
<b>Direct Reports:</b>	Nil
<b>Industrial Instrument:</b>	Common Law Contract
<b>Pay Classification:</b>	Salary

### Position Summary

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The IT Help Desk Officer provides first level information technology support to employees of Southern Cross Care (Tasmania) Inc, and performs operational and infrastructure activities to ensure optimum availability and reliability of the Southern Cross Care (Tasmania) Inc computer equipment and desktop applications.

### Key Responsibilities

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#### Administration Functions

- Accurately identify callers and document their requests.
- Maintain and prioritise the log of IT Help desk requests and ensure issues are escalated or resolved within an appropriate timeframe.
- Diagnose problems with printers, PC's, monitors, mobile devices, peripheral equipment and remedy where possible.
- Solve issues with Windows desktop operating systems, Microsoft Office and other desktop applications.
- Provide basic training in use of business applications such as finance and clinical records systems.
- Assist users with other computer related issues including password resets, username creation and access level changes.
- Liaise with major hardware and software suppliers when needed e.g., HP, Dell, Epicor etc.
- Ensure changes are appropriately authorised and logged.
- Perform scheduled maintenance activities including:
  - Check backup and replication tasks have completed successfully, and transfer backup media as scheduled.
  - Physical server hardware and environment checks.
  - Server software scheduled maintenance activities.
- Under directions of the IT Technical Officer or IT Manager:
  - Monitor and respond to outages and network load conditions detected by the Network Monitoring System.
  - Install and configure hardware and software on organisation computers and mobile devices.
  - Document desktop software and business application procedures for end-users.
  - Perform basic maintenance and administration processes on the SCCTAS email system.
  - Maintain security of corporate applications and Active Directory by ensuring only authorised

- users have access, and by checking event logs.
- Assist with physical security investigations using video camera surveillance equipment.
- Maintain an inventory of equipment and installed software.
- Other duties deemed relevant to the position

### **Regulatory Compliance and Continuous Improvement**

Ensure work practices are continually improved and comply with legislation:

- Reporting and documenting all issues/concerns/matters in accordance with Southern Cross Care organisational policies and procedures.
- Ensuring all documentation is maintained in accordance with Southern Cross Care procedures
- Raising issues identified using Continuous Improvement System
- Identify issues and/or opportunities for improvement by using the Continuous Improvement System.

### **Communications and Relationships**

Maintain good consumer and family relationships by:

- Taking into account an individual's cultural and religious preferences when interacting and assisting with consumers and their families.
- Engaging with colleagues, supervisors and other key stakeholders in a respectful, friendly, positive and co-operative manner.
- Maintaining care recipient confidentiality in accordance with SCC policy.
- Working in a collaborative manner as a member of a team to support the interests of consumers and staff.
- Disclosing promptly to direct supervisor any personal relationships that may conflict with SCC Code of Conduct and/or Professional Boundaries Guidelines.




### **Professional Development**

- Ensuring work practices, behaviour and interactions and consistent with the mission and philosophy of Southern Cross Care (Tasmania) Inc
- Displaying respect, empathy and understanding towards staff, consumers and their families at all times.
- Organising time and workload to maximise productivity and service delivery within a specified time frame.
- Ensuring continual personal self and professional development to maintain current workplace best practice knowledge and skills.
- Attending relevant education and training programs.
- Actively participating in the performance appraisal process.

## **Key Performance Indicators**

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- Completing helpdesk tickets in a timely manner

## Southern Cross Care Values

 <p><b>Compassion</b></p>	<ul style="list-style-type: none"> <li>▪ We respond willingly and positively to help meet the needs of those around us.</li> <li>▪ We promote a sense of belonging and community.</li> <li>▪ We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues, and the whole community.</li> </ul>
 <p><b>Integrity</b></p>	<ul style="list-style-type: none"> <li>▪ We look for the good in all people and recognize the contribution of each individual as we work together.</li> <li>▪ We demonstrate honesty and trustworthiness in all that we do.</li> <li>▪ We are conscientious and ethical in our decision making and take responsibility for our own actions.</li> </ul>
 <p><b>Respect</b></p>	<ul style="list-style-type: none"> <li>▪ We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.</li> <li>▪ We recognise and respect individuality and diversity.</li> <li>▪ We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief, or economic circumstances.</li> <li>▪ We manage our resources wisely to minimize the impact on the environment.</li> </ul>

## Selection Criteria

Essential	Desirable	Special Employment Conditions
<ul style="list-style-type: none"> <li>▪ Knowledge of Windows Desktop and Server operating systems.</li> <li>▪ Demonstrated knowledge of PC and IT equipment hardware and its operation.</li> <li>▪ Demonstrated knowledge of computer networks.</li> <li>▪ Positive attitude toward serving clients.</li> <li>▪ Demonstrated ability to work as a member of a team.</li> <li>▪ Cooperation, maturity, integrity, reliability.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post-Secondary qualification in the Information Technology area and at least two years Industry experience.</li> <li>▪ Knowledge of Microsoft Office, including Word, Outlook, Access, Excel, PowerPoint and Publisher.</li> <li>▪ Knowledge and experience relevant to the administration of Microsoft Exchange and Microsoft SQL Server in a corporate environment.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the Aged Care Act 1997 prior to commencement of employment</li> <li>▪ Must hold a valid registration to work with vulnerable people with a NDIS endorsement as this is a condition of</li> </ul>

<ul style="list-style-type: none"> <li>▪ Work effectively alone showing initiative, self-motivation and resourcefulness with a demonstrated ability to function and make decisions under pressure.</li> <li>▪ Ability to lift desktop computer equipment.</li> <li>▪ Current driver's license.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Familiarity with virtualization technology such as VMWare vSphere, XenServer or Hyper-V.</li> <li>▪ Sound understanding and experience of LAN operations and network protocols including:  TCP/IP, DNS, DHCP, SNMP, SMTP, routing protocols, Switch and Router configuration, and WiFi standards.</li> <li>▪ Sound oral and written communication skills, including ability to convey complex technical information effectively.</li> <li>▪ Awareness and sensitivity to IT security, privacy and security issues generally.</li> </ul>	<p>registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.</p> <ul style="list-style-type: none"> <li>▪ Required to sign the organisation's Confidentiality Agreement</li> </ul>
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## Work Health and Safety Requirements and Continuous Improvement

### Maintain a safe working environment and adopt safe work practices by:

- Ensuring awareness and prompt identification of WH&S risks and hazards.
- Maintaining a safe environment for all staff and care recipients.
- Reporting, rectifying (where possible) and documentation of incidents, risks and hazards that come to your attention in accordance with Southern Cross Care (Tasmania) Inc's WH&S Policy.
- Ensuring an awareness of and the implementation of correct fire and security safety procedures, and participation in fire and security drills as required.
- Ensuring personal work practices comply with the organisation's workplace health and safety policies and procedures.
- Ensuring all staff members perform safe manual handling practices.
- Recognition and responding appropriately to unsafe or unprofessional practices.
- The role of Fire Warden for assigned areas is attached to this position. Ensure full awareness of the responsibilities and requirements of this role.
- Ensuring that all equipment and supplies are used appropriately to complete duties efficiently and economically so as to minimise wastage and/or abuse.
- Practice appropriate infection control procedures.

## Authorisation

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CEO/Manager Signature		Date	
Employee Signature		Date	