

**Position Description
IT Helpdesk / Support Technician**

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION

Karingal's **Corporate Services Division** provides support functions to all branches, to Senior Management and to the Board in an attempt to promote consistency and best practise across the organisation, whilst enabling Karingal branches to concentrate on providing excellent service to clients without maintaining their own high cost administrative functions.

BRANCH DESCRIPTION

Karingal's **Information Technology** branch works to ensure all Divisions and Branches of Karingal have reliable access to high quality information technology resources including infrastructure and availability of useful applications, email and internet facilities.

Position Specifics

Position objective:	To provide high quality hardware and software support to Karingal's internal and external users. Role involves help desk response and assistance to operational staff on a daily basis- including the promptly and appropriately rectifying and following up on recurring problems and maintain IT files and Helpdesk database accordingly.
Reports To:	IT Manager
Division:	Corporate Services
Branch:	Information Technology
Primary Location:	Spring Street – Geelong West Role will involve some travel across Karingal circuit
Employment status (F/T, P/T):	Full Time – Fixed Term Contract (6 months)
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Common Law Agreement
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

Scope

The IT Helpdesk/Support Technician role involves providing hardware and software support to approximately 1000 users as identified in the Helpdesk Database, across Karingal's geographically and functionally broad and diverse organisation.

The role works closely with other members of the IT Branch: IT Manager, Network Administrator, Software Developers and in particularly fellow IT Support Engineers and the IT Helpdesk Operators to deliver high level IT Support to Karingal's users inline with processes and practises.

General

- Ability to complete and work through projects and issues assigned with in specified or reasonable deadlines.

- Flexibility- including the ability to work both unsupervised and in a team environment on various Karingal wide issues or particular projects.
- Represent Karingal in a professional and ethical manner at all times
- Knowledge of available resources
- Continuously seeking to contribute as an effect resource to Karingal Inc
- Well organised approach to proving IT services
- Coordinating multiple projects simultaneously and productively
- Self-management skills, including updating of projects/tasks via the helpdesk system
- Ability to relate to people from a wide range of computer literacy skills in an empathetic manner

Customer Service & Communication

- A high level of interpersonal and written communication skills, including e-mail, telephone manner and face to face communication
- Conduct all communication to staff, clients and providers with a high level of customer service
- Communicate IT service outages with regular updates where required
- Excellent customer service skills with high level of empathy
- Good ability to deal with disgruntled users in a compassionate and understanding way

INTERNAL

- Attend regular meetings with IT Team and IT Manager
- Liaise with other operational staff to monitor IT issues and improvement opportunities
- Work closely with other Help Desk personnel to commence and follow up upon logged queries
- Follow up of completed tasks to ensure that requestor is aware of job completion

EXTERNAL

- Liaise professionally with external contractors and service providers
- participate in relevant industry conferences and training

Hardware & Software Support

NETWORKS

- Understanding and maintenance of LAN and WAN Network infrastructure

SECURITY

- Understanding and application of Active Directory objects, security, permissions and implementation

SERVERS

- Print and file server knowledge with sound troubleshooting skills

OPERATING SYSTEMS

- Understanding and maintenance of Windows (Server and Desktop) applications and services

APPLICATIONS

- Excellent level of application support and product research

Help Desk

- Attention to detail with good follow-up skills to fully complete job request
- Helpdesk requests always updated and entered for ALL requests completed
- Follow up with other Helpdesk personnel and users on progress of assigned jobs

Compliance and Reporting

- Producing and maintaining accurate documentation to support both users and co-workers
- Helpdesk Procedures accurately completed in a timely manner
- Ensuring accuracy and timeliness of timesheets and helpdesk documentation
- OH&S - Operate within Karingal's OH&S Policy and Procedures
- Operate within IT Branch and wider Karingal's Policies, Procedures and Work Instructions

Development and Contribution to the Team

- Actively engage in training and research that will improve Industry knowledge
- Contribute ideas to improving work quality and performance and success of IT Team
- Contribute innovative ideas for continuous improvement at Karingal
- Attend and actively participate in team meetings as required
- Educate and train staff during all times in a supportive and encouraging way, limiting confusing terminology and information

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

Customer Service and Communication: Provision of excellent customer service to all internal and external stakeholders including approachability, empathy, and responsiveness as gauged by feedback and observation.

IT Services: Accurate and timely response, review and management of Help Desk enquiries, high level hardware and software support provided to Stakeholders of Karingal as required and in line with procedures; feedback, observation, Helpdesk records.

Compliance and Reporting: Accurate and timely completion of IT and Helpdesk administration/documentation tasks as directed. Compliance with relevant procedures and objectives; results of internal and external audits and reviews; and, observation and feedback.

Team work and IT Development: Positive contribution to the IT Team and wider Karingal; training, development, feedback, observation, participation in team meetings.

Performance of general position responsibilities to a high standard

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Minimum 1 year extensive experience providing IT support services in a large, multi location organisation ▪ Excellent customer service skills and experience ▪ High level organisational and time management skills including a proven ability to prioritise, simultaneously work on multiple tasks, meet deadlines and work autonomously ▪ Demonstrated professionalism and high presentation skills ▪ Excellent written and verbal communication skills ▪ High level literacy and numeracy skills ▪ Demonstrated ability to work as part of a multidisciplinary team ▪ Geelong based role but successful applicants must be willing to travel ▪ Successful completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Formal IT qualification ▪ Understanding of LAN and WAN Networks, basic understanding of DNS, Network Services and Routes. ▪ Advanced understanding of Windows (Server and Desktop) applications and services ▪ Experience in IT Project work

Application Details

Application instructions:	Please send applications including cover letter and current resume to Karingal via email or post as below. Late applications will not be accepted.		
Email:	jobs@karingal.org.au	Postal address:	HR Officer Karingal PO Box 558 Belmont, 3216
Contact person:	Mark Wyeth IT Manager (03) 5229 1099		
Closing date:	Sunday 12 th September, 2010		

“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.

Please visit our website for more information: www.karingal.org.au