
Position:	ICT Officer (Dandenong)
Reports to:	ICT Program Manager
Employment Type:	Part-time (0.6FTE, 5 days per week), fixed-term 12 month contract
Award Pay Level:	Level 4 under the under the Social, Community, Home Care and Disability Services Industry Award 2010
Location:	Based at 25 Thomas Street, Dandenong

Organisational Context

The Asylum Seeker Resource Centre (ASRC) is the largest aid, employment, health and advocacy organisation for people seeking asylum in Australia. The ASRC provides a range of direct services as well as participating in law reform, campaigning and lobbying.

People & Services

The People & Services (P&S) Stream is a shared-services group responsible for many of the internal functions of the organization. With a wide range of programs, P&S helps to ensure the smooth and efficient running of the ASRC.

- Volunteer Engagement
- ICT & Data Services
- Office Management
- Learning & Development

ICT & Data Services Program

The ASRC is heavily reliant on its ICT resources for providing quality services to people seeking asylum. The ICT & Data Services Program ensures the proper functioning of these resources and applies good IT management practices to ensure the confidentiality, integrity and availability of electronic data, key business systems and underlying infrastructure. The ICT team is made up of Staff and volunteers, ensuring service delivery during office hours and out of normal operating hours.

The main activities of the ICT Program include:

- Identity and Access

- ICT Security
- Collaboration and Communications Technologies
- Cloud Applications
- Desktop & Mobile Computing,
- Network Infrastructure, Telephony, Printing and Storage
- Help, Training and Support
- Network and Internet
- Strategic Engagement, Policy and Advisory
- ICT Procurement and Asset Management.

The Role - Specific Duties

As part of a dynamic customer-focused ICT & Data Services Program, the ICT Support Officer will be the first point of contact for all ICT related matters at the Dandenong Office. This role will be expected to apply broad technical knowledge and experience.

Working closely with the broader ICT team, in particular ICT Services Coordinator, the position will be responsible for providing the following support:

- a wide range of desktop and office equipment,
- helpdesk service and training (MS Office, Google Workspace/Office36, MS Windows),
- support for computer applications (including Cloud) and
- local infrastructure (LAN/WLAN, telephony, printing, Internet and Server).

The duties and responsibilities of the ICT Services Officer role include the following:

- Provide level 1 (and level 2 when possible) ICT support to all ASRC members, staff, volunteers and visitors whilst maintaining the central onsite helpdesk by managing all work requests via the ServiceDesk system.
- As the first point of contact, provide professional, timely and effective desktop and general office support, including technical advice on matters relating to all ICT office equipment, in particular the standard software operating environment.
- Assist in the identification and resolution of ICT troubleshooting activities to ensure appropriate technical support exists for the continuation of essential services in a timely, efficient and effective manner (which may include escalating to internal or external channels).
- Contribute to the development and adoption of ICT-related policies and procedures.
- Deliver a high-level of customer service, which is proactive, cooperative and dependable by analysing user needs and developing rapport with clients, in line with operational KPI's.
- Assist in delivering key projects that contribute to positive staff adoption of new services.
- Assist in the resolution of critical ICT troubleshooting issues to ensure appropriate technical support exists for the continuation of essential services in a timely, efficient and effective manner.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the ICT & Data Services Program.
- Maintain and develop excellent working relationships with key suppliers, conducting

dealings in a professional and appropriate manner.

- Conduct regular IT Audits in conjunction with the ICT & Data Services Manager.
- Install and configure computer hardware operating systems and applications as well as Support the roll-out of new applications and/or hardware
- Monitor and maintain computer systems and networks, troubleshoot problems, diagnose and solve hardware or software faults
- Set up new users' accounts and profiles and resolve password issues

Volunteer Engagement:

- Oversee ICT volunteers to ensure operational activities and projects are being achieved/delivered.
- As required, train ICT volunteers in systems and practices of the Program.
- Coordinate ICT volunteers against short and medium-term plans.

Selection Criteria**Essential:**

- Relevant education and training in an ICT qualification or a combination of relevant skills and work experience
- Sound technical knowledge of desktop hardware and both locally-installed and cloud software
- Ability to identify technical issues, think laterally and apply analytical skills to develop appropriate options for resolution.
- Strong customer service focus and experience in providing technical advice, support and assistance to staff and management on a range of ICT functions within the ITIL framework
- Excellent time management with the ability to prioritise a variety of ICT tasks and project-based activities
- Strong knowledge and experience with Windows Standard Operating Environments (SOE)
- Ability to communicate effectively, both verbally and in writing, with a diverse group of customers on various ICT related matters

Desirable:

- Lived experience of seeking asylum in Australia