



Aboriginal Health Council of South Australia Ltd.

Position: IT SUPPORT OFFICER (CASUAL)

Work Group: Business Services

Reports to: Manager, Information Technology

Classification Code: Level 3 + 25% casual loading

Employment status: CASUAL

Approval: Date:.....

Executive Board Aboriginal Health Council of SA Ltd.

JOB SPECIFICATION

1. Organisational overview

The Aboriginal Health Council of South Australia Limited (AHCSA) is the peak body representing Aboriginal community-controlled health and substance misuse services in South Australia at state and national levels.

Our primary role is to be the 'health voice' for all Aboriginal people in South Australia. We achieve this by advocating for the community and supporting workers through our Member Services with appropriate Aboriginal health programs based on a holistic perspective of health.

2. Summary of the broad purpose and characteristics of the position

The IT Support Officer is responsible for supporting the effective management and operation of AHCSA's Information Technology (IT) infrastructure. Key responsibilities general hardware & user support, and documenting essential processes.

The position also assists with delivering training to enhance staff IT skills, collecting and reporting data on IT services, and assisting to IT projects and change management initiatives.

As a key point of contact for IT enquiries, the Information Technology Officer provides information, advice, and assistance to all staff as required.

3. Organisational relationships and extent of authority

The Information Technology Officer is accountable to and reports to the Manager, Information Technology, and works closely with other key roles providing business functions within the Business Services Directorate. The position provides support across AHCSA, building relationships with key Directorate staff and providing information, advice and assistance to all staff as required.

The position works under general direction to deliver IT functions, systems and strategies across AHCSA, in line with agreed frameworks, policies, procedures and other requirements, applying specialist knowledge, initiative and professional judgement where required.



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The Information Technology Officer provides support across AHCSA, working closely with key staff in each Directorate on IT matters. The position also works collaboratively with Member Services to provide information and guidance on IT matters, and to deliver tailored support services, where required.

4. Special conditions

- National Police Certificate required.
- Out-of-hours work may be required.

5. Statement of Key Responsibilities

The Information Technology Officer is responsible for:

IT Service Delivery and Support: *Assisting the delivery of IT services, providing technical support, resolving issues, assisting Member Services, and facilitating training to enhance staff IT capabilities by:*

- Assisting in the end-to-end delivery of IT help desk, Entra ID and End-User Services.
- Monitoring service levels and assist in addressing service interruptions or issues.
- Providing first-line technical support for hardware and software issues reported by staff.
- Assisting staff with network printer issues, Ethernet, and Wi-Fi connectivity problems.
- Conducting regular follow-ups on open support tickets to ensure issues are resolved satisfactorily.
- Assisting AHCSA's Member Services with any IT-related issues or queries.
- Assisting with the identifying training needs for staff to enhance IT capabilities and the development and delivery of appropriate training programs.

System Configuration and Maintenance: *Assisting and maintaining IT systems, deploying hardware and software by:*

- Assisting to configure and troubleshoot personal computers, server systems, and network devices.
- Conducting regular diagnostics to identify and resolve issues with desktop/laptop hardware and software.
- Working with the IT Manager and IT Officer to deploy necessary hardware and software solutions.
- Assisting in installing and configuring new hardware and software for staff, ensuring systems are operational.
- Assisting to maintain hardware contracts and track equipment warranties and service agreements.

Documentation and Asset Management: *Accurately documenting information relating to issues, assets, and technical processes by:*

- Accurately documenting computer hardware issues and troubleshooting steps in the IT helpdesk.
- Documenting technical processes, resolutions, user guides and frequently asked questions to enhance the knowledge base.

Continuous Improvement: *Contributing input to improve the quality of IT service provision across AHCSA by:*

- Assisting with the review and assessment of existing IT policies and procedures, and providing recommendations for updates.
- Maintaining knowledge about industry standards and best practices to contribute to policy improvement.
- Gathering feedback from staff on IT support experiences to continuously improve service quality.



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REQUIREMENTS OF THE POSITION

6. Essential Skills, Knowledge, Experience, Qualifications and/or Training

6.1. Knowledge, Skills, Abilities and Behaviours

AHCSA's **Organisational Capability Framework** outlines the essential knowledge, skills, abilities, and behaviours required to succeed in each role. This framework is a critical tool for attracting, recruiting, developing, and retaining a capable, adaptable, and responsive workforce.

The framework defines core and technical capability areas. Core capabilities apply to **all positions**, and technical capabilities are specific to **particular positions** within AHCSA.

The following capabilities have been identified as vital for the effective performance of this position and will be assessed during the recruitment process. These competencies are key to ensuring success and alignment with AHCSA's goals and values.

CAPABILITY AREA	DESCRIPTORS
core capability PERSONAL ATTRIBUTES	
<i>Flexibility and Adaptability</i> Adjust approach to changing priorities, stay open to learning, and adapt work methods to achieve results.	• Be open to new ideas and approaches and respond quickly when situations change. • Readily develop new skills. • Adapt smoothly to changing priorities. • Respond quickly to change. • Participate constructively in collaborative teams.
core capability ENABLING DELIVERY	
<i>Accountability for Results</i> Take responsibility for actions to achieve high-quality results through a commitment to excellence.	• Take ownership of tasks and actions, understanding their impact on outcomes. • Seek clarification or advice when required. • Take the initiative to progress own work. • Identify resources needed to complete allocated work. • Deliver high-quality work with attention to detail. • Follow policies and procedures to ensure consistent work.
technical capability BUSINESS ACUMEN	



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Information and Communications Technology

Maximise efficiencies and effectiveness
through use of technology.

- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's ICT policies and governance requirements.
- Stay up to date on emerging technologies to support business outcomes.
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies.

6.2. Experience

- Experience in using the latest version of a computer operating system for daily tasks.
- Experience in using databases and spreadsheets.
- Experience troubleshooting hardware and software
- Sound knowledge or experience in Microsoft products

6.3. Educational/Vocational Qualifications

- Certificate III in Information Technology (Preferred)
- Helpdesk Experience (Preferred 1-year experience)



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7. Desirable Experience, Qualifications and/or Training

7.1. Experience

- Experience in working with Aboriginal organisations, in particular Aboriginal community controlled health organisations.
- Experience in delivering level 1 IT supporting or similar.

7.2. Educational/Vocational Qualifications

- Nil

Acknowledged by Occupant

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Print name Signature Date