

Position Description

Position Title:	ITC Helpdesk Officer
Program/Section and/or Portfolio:	Performance and Enablement
Location:	Ballarat. Travel to other locations may be required.
Reports To:	Team Leader, ITC Support Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 4</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavors. We value and respect human dignity and embrace diversity in an inclusive work environment.

About the Program

Performance and Enablement (P&E) is the corporate services function for CatholicCare Victoria. Our aim is to provide support to the everyday running and efficiency of CCV. P&E will also provide support and guidance to both internal and external stakeholders around meeting the corporate obligations and responsibilities of the organisation, in addition to providing tools and technology that support the client delivery team members and ensure their common tools (systems) are safe and suitably efficient.

Position Summary

The position of ITC Helpdesk Officer has responsibility to provide support to the everyday running of CatholicCare Victoria. Corporate Services is made up of several support functions that work together to ensure that our clients and employees receive the support to deliver their goals. Our teams provide valuable CCV-wide support which is based on our specialised knowledge, best practices and technology.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	November 2022	Position Description Template Version:	February 2022
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Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Information Technology and Communications	<ul style="list-style-type: none"> Your role will include providing comprehensive first-level support Provide excellent customer service to employees of CatholicCare Victoria by ensuring requests are responded to promptly and that all communication is with a respectful manner Provide outstanding troubleshooting and assistance to staff via TeamViewer and face to face Have an excellent phone manner and the ability to talk remote staff through resolving technical issues Assist with the allocation of IT Service Requests between our trusted third party and CCV Able to support & communicate effectively and professionally with a diverse range of users, explaining complex technical issues in a simple, easy-to-understand manner Assist with completing IT Service Requests Installation and deployment of ITC equipment, including desktop/laptop computers and mobile and handheld devices and VOIP phone handsets Maintaining up to date antivirus installations, windows updates and software patching, including updates for core business applications Troubleshoot issues with peripheral devices, such as printers, docking stations, video conferencing equipment and other devices Provide assistance with major IT projects as required Travel to CCV Office locations around Victoria as required Facilitate the technology set up for internal and client events Work collaboratively with others within Performance & Enablement, providing assistance where required or requested.
Applications / Networking	<ul style="list-style-type: none"> Gain familiarity with business applications and administer as required Understanding of both LAN / WAN networks Experience in configuring SSL VPN Clients Experience with O365
Quality and Controls	<ul style="list-style-type: none"> Assist with the development, implementation and maintenance of IT related processes and policies Assist with the maintenance of the organisation's information technology systems to ensure accuracy, effective operation, and adequate reporting, recommending improvement where shortfalls are identified Investigating, and where applicable testing, new software and hardware for implementation at CCV Contribute to the development of innovative solutions to meet CCV's ITC needs

The position is also required to perform other duties as lawfully and reasonably directed.

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Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position works under the limited direction of and reports to the Team Leader, ITC Support Services and the Manager Infrastructure and Enablement.

Position/s Reporting to ITC Helpdesk Officer:

Not applicable.

Authority:

The position exercises first level supervisory responsibility for the Program. The position allows the incumbent the scope to influence the operational activities in their program.

The position has significant delegated authority from the Team Leader, ITC Support Services.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- Operates as a member of a team.
- Collaborates with colleagues' other teams, etc.

External Relationships:

- Third Party contractors required to support the system designs at CCV

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

The position is also required to ensure a safe and healthy work environment for all employees, contractors, clients, volunteers and visitors.

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Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee Code of Conduct for CatholicCare Victoria*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

Key Requirements

Qualifications and/or Training

1. Minimum Cert 4 in Information Technology & Communications & Equivalent

Experience

2. Desktop/ notebook technician experience
3. A solid understanding of installing and configuring the Windows operating system
4. Demonstrated knowledge of the Office suite of products
5. Basic wireless and fixed cabled network troubleshooting
6. Experience using both IOS and Android mobile devices
7. Experience with remote access technologies such as Team Viewer

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Knowledge, Skills and Attributes

8. Ability to build sound relationships both internally and externally and maintain existing relationships
9. Excellent customer service skills with a strong focus on providing high quality service
10. Professional and mature with a good work ethic and a positive attitude in working with people
11. Well-developed priority and time management skills with the ability to multitask
12. Highly developed interpersonal, verbal and written communication skills, including document presentation

Child Safety

13. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's License, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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