

Position Description

Position Title:	IT Support Officer	Position No.:	CP23
Business Group:	Corporate Services	Classification:	P1
Reports to:	Manager, ICT Development	Duration of Contract:	Ongoing
Location:	Sydney		

Position Overview

The primary purpose of this position is to support ACARA's core office information and communications systems across a geographically distributed workforce and a large stakeholder base. This role is critical in ensuring systems run and are utilised effectively to facilitate both internal and external communication, and will provide technical support to end users as required.

Regular ongoing support will be provided to systems including: TRIM, Microsoft SharePoint, Microsoft Office and Dynamics CRM.

Core accountabilities

1. Comply with and promote WHS instructions, policies and procedures and conduct work in a safe manner
2. Commit to, promote and model ACARA's policies including those relating to equity, diversity and sustainability in addition to ACARA's Values and Code of Conduct
3. Work collaboratively within business group and across the organisation to promote communication and information sharing

Key accountabilities

The key accountabilities of this position are to:

- Contribute to the broader strategic direction of ACARA activities and information technology environment
- Support the business in effective and efficient use of ACARA's collaboration and communications applications including Microsoft Lync, SharePoint, Dynamics CRM, HP TRIM and bespoke solutions
- Provide customisation and configuration support for in-house systems including site setup, configuration, security and access control
- Provide advice to the ICT team on technology solutions to address identified business needs
- Assist with system and software testing
- Provide backup support for IT helpdesk and 'on the ground' assistance with setup, configuration and maintenance of IT equipment as required
- Any other duties as requested by the Senior Manager, Technology and Planning

Skills and Experience and Knowledge (Key Selection Criteria)

- Demonstrated experience in contributing to the delivery of IT business solutions within agreed time, cost and quality expectations and identifying instances where process controls need to be reviewed or improved and alternatives identified

- Sound experience supporting Microsoft SharePoint, Dynamics CRM, Lync and Office in a corporate or government environment
- Understanding of data security, privacy and industry best-practice in access control
- Ability to prioritise conflicting requirements from multiple business stakeholders
- Demonstrated ability to take responsibility to ensure compliance with policy, guidelines and better practice frameworks for ICT system architecture
- Understanding of development project management and system development lifecycle management for a business unit
- Knowledge of HP TRIM or other EDRMS would be advantageous
- Relevant tertiary qualifications or industry certifications would be highly regarded.

Dimensions of the role

Number of direct reports-	Nil
Number of direct and indirect reports-	Nil
Financial delegations-	Nil
HR Delegations-	Nil

Important Relationships

<p>Internal:</p> <ul style="list-style-type: none"> ▪ Manager, ICT Development ▪ Senior Manager, Technology and Planning ▪ Analyst/Programmers ▪ Senior Manager, Communications ▪ Other ACARA employees 	<p>External:</p> <ul style="list-style-type: none"> ▪ External development and integration partners
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General Manager / CEO Approval

Name			
Signature		Date:	