

Job Description and Selection Criteria

ICT Support Officer

VISION

To enrich the lives of everyone in our community.

PURPOSE

To provide a caring community where every person feels safe and has the freedom and choice to live the life they desire.

| | | | | | | |
|---|---|--|---|---|---|--|
| R | E | S | P | E | C | T |
| RESILIENT | ETHICAL | SAFE | PROFESSIONAL | EMPOWERED | COMPASSIONATE | TRANSPARENT |
| We have the strength to overcome challenges, learn from failures, and persist with hope and determination | We act with fairness, integrity, and honesty, by acknowledging mistakes, respecting boundaries, and treating others with empathy. | We uphold a SwanSafe way of working to ensure we provide an environment free of harm for everyone. | We interact with respect, dependability, and punctuality, ensuring clear communication, fairness and trust. | With ongoing support, training, and education, we grow into the best versions of ourselves. | We demonstrate courtesy, kindness, and understanding to everyone, consistently applying a person-centered approach in all that we do. | Our collaborative approach fosters a workplace committed to being open, honest and approachable. |

Location

Bentley Park

Reporting To

Technical Service Delivery Manager

Direct Reports

Nil

Award / Agreement

SwanCare Group Incorporated (HSUWA) Enterprise Agreement 2022

Normal Hours

Monday to Friday

Position Objective

Provide Level 1/2 IT support to SwanCare Group users (Staff, Residents, Contractors, and Board Members). Configures, installs, tests and monitors ICT networked equipment, software, servers, and other infrastructure.

Responsibilities

OPERATIONS SUPPORT

- Resolves problems associated with the configuration, installation and use of installed ICT network computer equipment, software, and other infrastructure.
- Manage and report incidents and requests using the IT Help Desk system using the ITIL framework.
- Monitors network availability and performance, and reports on problems or potential problems.
- Configure, install, test, and maintain network servers, storage, computers, software, printers, and other peripherals as required by the organisation.
- Liaises with equipment and software suppliers to resolve equipment, network and software systems integration and configuration problems.
- Provide systems support for AutumnCare, Chris21/Optima, EPICOR, Salesforce, Chefmax and other related software applications at the server and client level.
- Provide support to network infrastructure including Cisco infrastructure.
- Provide support for VoIP systems and services.
- Provide initial review and response to Cybersecurity incidents.
- Maintain asset management.
- Offer technology assistance to residents in independent living units and care centres.
- Provide assistance and education/training to users on the efficient use of existing and new ICT systems.
- Creates and maintains user and email accounts and administers user access levels as required.
- Ensures backups are performed as scheduled and assists with the development of disaster recovery procedures.
- Ensures virus and security protection is up to date on all servers and workstations.
- Configuration of Cisco network switches/infrastructure.
- Assists in the implementation of new ICT systems.
- Maintains policy and procedure documentation on standards and work instructions for the ICT environment.
- Participates in and logs Continuous Improvement activities.
- Participates in the performance development program.
- Other duties outside of those described in this job description as requested by the Technical Service Delivery Manager.

Personal Development

- Maintains and develops professional knowledge and skills related to position.
- Actively participates in professional associations and SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.

Corporate Values

- Actively promotes & develops the corporate values of the organisation.
- Acts in accordance with all relevant legislation, policies, principles, and procedures
- Participates in processes to monitor customer satisfaction throughout services delivered by the role

Work Health and Safety

- Accepts responsibility for own occupational health and safety requirements.
- Attends all mandatory education
- Utilises Universal Precautions at all times.
- Reports all hazards, accidents and incidents and completes the appropriate forms.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents, and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

Other

Other tasks may be assigned from time to time to meet the needs of the organisation and/or to assist with the employee's development.

Performance of all tasks to the required standard is essential to maintain the contribution of this position to SwanCare Group standards and the effectiveness of operations.



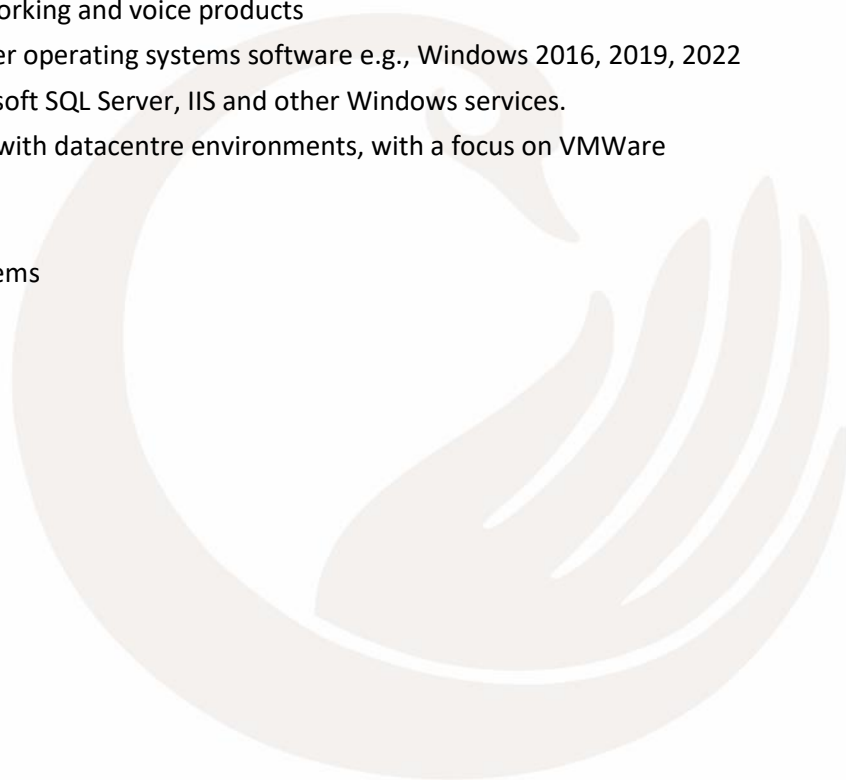
Selection Criteria – ICT Support Officer

ESSENTIAL

- Current National “C” class driver’s license.
- Demonstrated experience in PC workstations operating system and application software e.g. latest Windows operating systems.
- Competent user of Microsoft suite of products including Word, Excel, Access, Outlook and Office 365.
- Experience and knowledge of Exchange Online, Active Directory.
- Experience with Microsoft Entra ID, Microsoft 365 Administration.
- Experience and knowledge of corporate grade networks – a thorough understanding of TCP/IP, subnetting, DNS, DHCP etc
- Demonstrated experience and capability to investigate, research and develop solutions to issues and problems.
- Keen to learn and continually self-develop.
- Demonstrated effective communication (verbal and written) and interpersonal skills.
- Good organisational and time management skills.
- Possession of or progress towards tertiary degree level or professional qualification or certification in Information Technology.
- National Police clearance.

DESIRABLE

- Report writing skills.
- A good understanding of Cisco networking and voice products
- Demonstrated experience with server operating systems software e.g., Windows 2016, 2019, 2022
- Experience and knowledge of Microsoft SQL Server, IIS and other Windows services.
- Experience and knowledge working with datacentre environments, with a focus on VMWare implementations.
- Experience with CCTV systems
- Experience with Access Control systems
- Experience with AV Systems



SIGNED as an agreement.

Employee

Date: _____

Manager

Date: _____

People & Culture

Date: _____

