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| **Position Title:** DS Technical and Network Support  | **Entity**: Indigo Australasia Inc (Indigo) |
| **Reports to:** Manager - Digital Services | **No of Direct Reports:** 0 |
| **Industrial Instrument / Job Level:** Common Law Contract - Tier 5 Support CLC | **Primary Location:** Nedlands / East Perth |
| Position Requirements |
| Primary PurposeThe Digital Services Team Technical and Network Support, is responsible for supporting and assisting staff in troubleshooting and resolving Information and Communication Technology (ICT) issues. This involves providing daily support with hardware and software related queries whether logged via the Service Desk or otherwise. The position also supports the overall management, implementation, and maintenance of ICT across all the organisation’s sites. This role will also assist the Digital Services team by providing Networking and Azure AD skillset.  |
| Key Accountabilities/Responsibilities**Health Safety Wellbeing & Environment*** Comply with all health, safety and hygiene policies, systems, and OH&S legislation to maintain an appropriate working environment
* Ensure all incidents, accidents, injuries, hazards or reported property damage. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.
* Contribute to a culture that supports wellbeing

**Functional – ICT Support*** Respond promptly to ICT service issues and requests across the organisation’s sites.
* Set up accounts for new users their profiles and deal with password issues in Azure.
* Escalating issues outside of the persons skillset to the appropriate ICT resource.
* Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritising problems, and assessing the impact of issues.
* Repairs, rebuilds and replaces computing equipment as necessary.
* End-to-end Mobile device management via Intunes
* Assist with the introduction of new cloud-based technologies.
* Undertake various Networking tasks, including management of cloud-based Wi-Fi Access Points across Indigo/ILA
* Support the Digital Services team by engaging and providing guidance on Azure Active Directory
* Assisting Manager - Digital Services to manage Microsoft Azure usage and billing
* Develop a technical understanding of all software applications in use by the organisation, including but not limited to CRM, SharePoint, Ring Central or other cloud-based resources so as to be able to provide user support on them.
* Provide technical support for all communication devices and services (e.g., Ring Central, Microsoft Teams).
* Assume remote control over customers’ computers when necessary to resolve problems.
* Develop training materials to assist users to effectively use the ICT systems and provide training as and when required.
* Support the Manager - Digital Services with any ICT developments.
* Keep abreast of software updates and developments and strive to continually improve existing applications or services used by the organisation.
* Perform or delegate regular backup operations and implement appropriate data protection, disaster recovery, and failover procedures.

**Operational*** Manage and be responsible for day-to-day operation of Indigo/ILA Service Desk
* Produce regular monthly reports based on Service desk tickets
* Build and maintain relationships with customers and other external stakeholders.
* Contribute to, and demonstrate by example, the vision, mission and values.
* Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation.
* Works across both sites (Nedlands and East Perth)
* Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices
* Build an internal wiki with technical documentation, manuals and IT policies.
* Reviewing and improving system security (e.g., intrusion detection systems) as part of cloud based systems
* Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace.

**People & Culture*** Participate actively with colleagues in the leadership team to deliver integrated business outcomes
* Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
* Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

**Administration*** Develop, manage and report on functions of responsibility.
* Document all internal support processes and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.
* Review Service desk setup and operation
* Ensure delivery of services and support within Service Level Agreements
* Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures.
* Ensure all new applications are tested, documented before being rolled out to the users.
* Ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations
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| **Key Performance Indicators & Measures***Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*  |
| Key Relationships*Key positions or groups with whom the individual will interact to perform the work of the position.* |
| Internal* Leadership team
* All other teams in the organisation
 | External* Corporate customers
* Consultants and advisors
* Small & Medium Enterprises
* Suppliers and vendors
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| Key Behaviours |
| Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies **(6-12 key to the role)** integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours.**

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| [Strategic Behaviours](https://ilcwa.sharepoint.com/%3Aw%3A/r/_layouts/15/Doc.aspx?sourcedoc=%7B642B8A43-373C-4FFC-A821-3C6462494574%7D&file=KEY%20BEHAVIOURS%20INFORMATION%20SHEET-%20Strategic%20Behaviours.docx&action=default&mobileredirect=true) | [**Leadership Behaviours**](https://ilcwa.sharepoint.com/%3Aw%3A/r/_layouts/15/Doc.aspx?sourcedoc=%7BA32DFE0E-C9FB-4BF8-9F20-EC22E08674B9%7D&file=KEY%20BEHAVIOURS%20INFORMATION%20SHEET-%20Leadership%20Behaviours.docx&action=default&mobileredirect=true) | [**Operational Behaviours**](https://ilcwa.sharepoint.com/%3Aw%3A/r/_layouts/15/Doc.aspx?sourcedoc=%7B39FE4F0D-D4D3-4046-9B89-150E9009665F%7D&file=KEY%20BEHAVIOURS%20INOFRMATION%20SHEET-%20Organisational%20Behaviours.docx&action=default&mobileredirect=true) |
| [ ] Aligning Performance for Success[ ] Analytical Thinking [ ] Critical Thinking[ ] Building Strategic Working Relationships[ ] Change Management[ ] Innovation & Creativity[ ] Leading through Vision & Values[ ] Strategic Decision Making | [ ] Adaptability/ Agile Approach[ ] Building Customer Loyalty[ ] Building Partnerships[ ] Leading the Team – people centric[ ] Coaching/developing others[ ] Delegating Responsibility[ ] Decision Making[ ] Information Monitoring[x] Influencing /Negotiation[ ] Managing Conflict[ ] Project Management[ ] Digital capability[ ] Business Acumen[ ] Growth mindset[ ] Stakeholder engagement[ ] Stress Tolerance/Resilience | [x] **Applied Continuous Learning**[ ] Marketing & Comms [x] **Build Trust**[x] **Communication**[ ] Client Liaison[x] **Demonstrates Initiative**[ ] Energy[ ] Formal Presentation [x] **Gaining Commitment** [ ] Legislative & Industry Standards[x] **Organisation & Self Management**[x] **Quality & Work Standards**[x] **Results Focused**[x] **Safety & Environmental Excellence**[x] **Teamwork**[x] **Tenacity** |

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| **General Assessed** |
| Impact | Technical / Professional Knowledge | Job Fit | Organisational Fit |

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| **Work Related Requirements** |
| Knowledge & Skills (Social, Personal & Technical) & Equipment*The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position** Demonstrated proficiency with Microsoft Windows and Microsoft Office products, i.e., Outlook, Word, Excel.
* Experience of helpdesk systems and processes.
* Ability to provide routine advice and support in a customer centric and empathetic manner that builds employee satisfaction and capability.
* Demonstrated flexibility and ability to adapt to frequent changes in priorities and or work tasks, within service timeframes.
* Able to learn new technologies and apply them to the work environment
* Adopt change management activities, to achieve successful outcomes.
* Ability to liaise with a wide range of people both internally and externally.
* Ability to think and act operationally, exercising sound judgement.
* Ability to prioritise and meet deadlines, sometimes working with incomplete information.
* Excellent communication skills coupled with a can do, friendly demeanour
* Light to moderate lifting and carrying equipment.
* Close vision requirements due to computer work.
* Ability to sit/stand at a workstation for extended periods of time.
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| Work Experience*The type and extent of previous work experience that is necessary to perform in the position** Role/s in similar position – 2 years minimum
* Experience working within a not for profit, health or services based Organisation (desirable)
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| QualificationsMinimum WACE or equivalent or IELTS examination (Academic module) with a minimum score of 7 in each of the four components (listening, reading, writing, and speaking)Completion of, or progress towards, a relevant IT qualification (or) significant relevant industry and positional experience.Have or be prepared to obtain relevant industry certifications related to cloud-based servicesCurrent Drivers’ Licence NDIS Worker Screening Check |
| Extent of AuthorityAuthority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader. |
| Prepared & Approved By: Vilko Poznovia and Lisa KarabinDate Reviewed/Modified: 16/04/2024 Reviewed by Amoné van Heerden\*All PDs should be sent to P&C for approval and uploading to sharepoint |
| Related Documents: PD Work Instructions, Behaviours Guide |
| **HR Use Only****Risk Assessed Role (NDIS Worker Screening Check)** No, not NDIS risk assessed role Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager  |