

**POSITION DESCRIPTION**

<b>Position Title:</b>	<b>IT and Facilities Officer</b>
<b>Reports to:</b>	<b>Manager – Finance and Administration</b>
<b>Conditions:</b>	<b>38 hours per week</b>
<b>Salary:</b>	<b>\$65,670 plus Superannuation (salary package option up to \$15,900)</b>
<b>Duration:</b>	<b>One Year (3 Month Probation period) with possible future extension</b>
<b>Last Updated:</b>	<b>July 2017</b>

**Key Position Priorities and Duties:**

<p><b>1. In-house support and systems administration</b></p>	<ul style="list-style-type: none"> <li>▪ Administer, support and maintain internal servers and network devices</li> <li>▪ Administer and support computers</li> <li>▪ Administer and support databases and office software</li> <li>▪ Administer Network Fileshare and Data Backup</li> <li>▪ Provide troubleshooting and support for staff and venue clients</li> <li>▪ Administer and support PABX phone system</li> <li>▪ Administer and support alarm system</li> <li>▪ Maintain Photocopiers</li> </ul>
<p><b>2. I.C.E. Systems Administration, Equipment Maintenance and Program Support</b></p>	<ul style="list-style-type: none"> <li>▪ Oversee building maintenance (including managing tradespeople/contractors)</li> <li>▪ Oversee equipment purchase, storage, care and maintenance hire</li> <li>▪ Oversee venue and equipment hire</li> <li>▪ Oversee venue and technical set ups</li> <li>▪ Liaise with Venue and Reception Coordinator re venue use and bookings</li> <li>▪ Liaise with Venue and Reception Coordinator re equipment use and hire</li> <li>▪ Provide technical support to trainers/contractors during training and workshop and external bookings.</li> <li>▪ Provide equipment setup and support at I.C.E. events</li> <li>▪ Support projects and venue hirers as required</li> <li>▪ Provide staff technical training as required/appropriate</li> <li>▪ Manage Equipment Room and ensure all equipment is stored correctly</li> <li>▪ Oversee onsite (and off-site) project and exhibition installation/demounting.</li> </ul>
<p><b>3. Strategic Planning</b></p>	<ul style="list-style-type: none"> <li>▪ Contribute to strategic planning regarding I.C.E. technical needs for the sustainability of I.C.E. programs, infrastructure and projects</li> <li>▪ Identify and manage short, medium and long-term IT and communications infrastructure needs as required</li> <li>▪ Keep abreast of new developments and creative applications of ICT</li> <li>▪ Research and provide IT purchasing recommendations</li> <li>▪ Play an active role in I.C.E. strategic reviews</li> <li>▪ Contribute to the wider thinking, planning and evaluation of I.C.E, technology, technical and infrastructure needs.</li> </ul>

<b>4. Organisational and Administrative Duties</b>	<ul style="list-style-type: none"> <li>▪ Ensure compliance with governmental and regulatory agencies, relevant laws, policies, contracts, insurance agreements, and Occupational Health &amp; Safety.</li> <li>▪ Develop/implement a work plan in compliance with the I.C.E. Business Plan</li> <li>▪ Work closely with program staff to ensure alignment, research outcomes and complementary programming.</li> <li>▪ Attend regular supervision meetings with the Manager – Finance and Administration</li> <li>▪ Act as Fire Warden</li> <li>▪ Attend I.C.E. staff, team and other meetings and events as required</li> <li>▪ Participate in staff development and training activities as required.</li> <li>▪ Participate in the general daily routine of I.C.E. such as recording of timesheets, general office procedures and maintaining statistics/ data</li> <li>▪ Provide reports to the Executive Director and Manager – Finance and Administration as required</li> <li>▪ Work harmoniously as part of a team to support and ensure successful delivery of I.C.E. programs and activities.</li> <li>▪ Work flexible hours, including weekend work as required.</li> </ul>
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**Key Issues**

- To optimize IT capabilities
- Support I.C.E. in achieving its objectives.

**Applications**

- Candidates should address each of the Essential and Desirable criteria.
- Candidates should outline their relevant experience, using examples where relevant to illustrate their experience.

**Essential Selection Criteria:**

- Tertiary qualifications and/or equivalent industry experience in IT, audio-visual and multi-media technologies
- Experience in macOS server and desktop administration, support and maintenance
- Experience in maintaining Fileserver /NAS
- Experience in diagnosing and troubleshooting network and internet-related technical problems
- Demonstrated ability to learn new technologies
- Experience in Level 2-3 desktop support
- Experience in maintaining audio-visual production equipment
- Knowledge of website management and related technologies
- Experience in Cloud Database systems maintenance and workflow processes
- Ability to patiently communicate and demonstrate technical instructions (including to people with language and learning barriers and from diverse cultural backgrounds)
- Attention to detail and well developed problem-solving skills
- Excellent interpersonal, team-building skills, time management skills
- Ability to work in a fast-paced and animated working environment
- Ability to work after hours and Saturday shifts as part of regular working hours
- Valid Working with Children accreditation
- Ability to lift and carry > 15 Kg
- Current driver's license.

**Desirable Selection Criteria:**

- Experience in a training, Arts or community education environment
- Experience in working with culturally diverse communities
- Understanding of WH&S
- First Aid Certificate
- Experience in event/exhibition installation and demounting
- Access to a vehicle.