

Information + Cultural Exchange

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POSITION DESCRIPTION

Position Title:	IT Officer
Reports to:	Manager – Finance and Administration
Conditions:	38 hours per week
Salary:	\$67,170 plus Superannuation (salary package option up to \$15,900)
Duration:	Two Years (3 Month Probation period)
Last Updated:	November 2017

Key Position Priorities and Duties:

IT support and systems administration	<ul style="list-style-type: none"> ▪ Administer and maintain internal servers and network devices ▪ Administer and support computers, databases and office software ▪ Administer Network Fileshare and Data Backup ▪ Provide IT/technical troubleshooting and support ▪ Administer and support PABX phone system ▪ Administer and support alarm system.
Equipment Maintenance and Support	<ul style="list-style-type: none"> ▪ Oversee building maintenance ▪ Oversee equipment purchase and maintenance ▪ Oversee equipment hire ▪ Oversee venue technical set ups ▪ Liaise with staff re equipment use and hire ▪ Provide technical support to staff/contractors ▪ Provide equipment setup and support at I.C.E. events ▪ Manage Equipment Room and storage.
Strategic Planning	<ul style="list-style-type: none"> ▪ Contribute to strategic planning regarding I.C.E. technical needs ▪ Research and provide IT purchasing recommendations.
Organisational Duties	<ul style="list-style-type: none"> ▪ Ensure compliance with governmental and regulatory agencies, relevant laws, policies, contracts, insurance agreements, and Occupational Health & Safety. ▪ Develop/implement an annual work plan ▪ Act as Fire Warden ▪ Attend I.C.E. staff meetings ▪ Work flexible hours, including weekend work if required.

Key Issues

- To optimise 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 IT industry experience
- Experience in macOS server and desktop administration, support and maintenance
- Experience in maintaining Fileserver /NAS
- Experience in diagnosing/troubleshooting network and internet-related technical problems
- 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
- 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
- Valid Working with Children accreditation
- Current driver's license.

Desirable Selection Criteria:

- Experience in working with culturally diverse communities
- Understanding of WH&S
- First Aid Certificate