

Position Description

SEDA Group (SEDA) is a leading provider of hands-on education that delivers senior secondary and post-secondary qualifications that are designed to engage, educate and empower young people as they transition onto employment or further education.

Position title:	ICT Technical Support
Immediate Manager:	ICT Services Manager
Status:	Full time
Term:	Permanent
Location:	Victoria
PD reviewed on:	May 2021

About SEDA GROUP

Established in 2006, SEDA Group (SEDA) is an applied learning education provider, known for successfully developing a model of Senior Secondary Education combining Vocational Education and Training (VET) both inside and outside the classroom. As a national organisation, our hands-on learning environment is unrivalled by any other education provider, as we focus on individual learning and enabling our students to build transferrable skills that will prepare them for a successful future.

Across Australia SEDA partners with over 45 leading national, state and local sport, recreation, building and trade organisations. We are highly regarded for empowering, supporting and believing in young people. Our staff ensure all students learn in a safe and inclusive environment. In addition, our staff and teachers undertake their roles with a commitment to:

- **Integrity**
We act with transparency, honesty and fairness. We own our decisions and behaviours.
- **Innovation**
We encourage new thinking, listen to ideas and have an open mind
- **Professionalism**
We set high standards, give our best and are consistently reliable. We deliver on commitments
- **Collaboration**
We work in partnership willingly. We share challenges and successes

Purpose of the role

ICT Services is comprised of three functional teams supported various business activities:

- Technical Support, whose role is to support the use of ICT by staff and students.
- **Infrastructure Services**, whose role is to support on prem and Cloud services, network and other key infrastructure elements; and
- **Applications Services**, who are responsible for the management of key corporate web and desktop applications.

ICT Technical Support is responsible for the provision of timely and effective frontline ICT support services to the entire user community, including the provision of technical advice, problem identification and resolution, and troubleshooting for all aspects of computer hardware, network and software.

ICT Technical Support will assist with professional hardware and software support and maintenance to enable the continued provision of essential services in a timely, efficient and effective manner.

This position is based at Head Office, Hawthorn East. At times, the position will require an ability to work flexible hours to undertake some duties and tasks outside normal business hours or during weekends.

Key Responsibilities

Accountabilities	Overview
Helpdesk Support	<ul style="list-style-type: none"> • Ensure all logged requests are responded to within appropriate timeframe and requestor notified. • Act as the first point of contact for all staff enquiries and requests relating to ICT. • Accurately prioritise requests in timely manner to minimize downtime, and the impact on staff or students. • If required, attend onsite visits to venues to provide further hands-on support. • Liaise with the ICT Services Manager regarding key issues, task outcomes, and provide reports for all helpdesk requests.
Network Administration/ Maintenance	<ul style="list-style-type: none"> • Commission, migrate and decommission hardware, software, and network infrastructure, and user access to support the needs of staff. • Provide user management support for user accounts. • Undertake routine maintenance and checking of networked workstations and other peripherals • Follow acceptance testing for new ICT equipment. • Install, configure and remove standardized software onto systems as advised by the ICT Services Manager • Accurately record, administer and manage lifecycle of assets and software licenses through ICT asset management system. • Maintain ICT knowledge base with system documentation, procedures and help sheets.

	<ul style="list-style-type: none"> Proactively monitor system security patches and malware updates to ensure currency and correct deployment. Administer backup and recovery operations by maintaining and monitoring backup equipment and data; raising any issues to ICT Services Manager.
Documentation	<ul style="list-style-type: none"> Contribute to the continuous improvement of all ICT processes and assist in seeking process improvements Develop thorough documentation and ensure the business is well informed of available technologies in the workplace.
Provide support to ICT clients	<ul style="list-style-type: none"> Accurately administer and manage the helpdesk system and processes Provide client support to users and ensure that user's requests are understood, properly documented and prioritised. Respond to assigned job requests in a timely fashion and communicate with or escalate to the ICT Services Manager to optimize client response times Investigate issues and accurately record actions taken, diagnostic information, outcomes and time taken in the support log. Ensure all helpdesk requests are completed and outcomes are communicated to user groups. Develop procedures and help sheets to assist with instructing users.
Facilitate continuous improvement across all aspects of the role	<ul style="list-style-type: none"> Develop and maintain a culture/environment which ensures best outcomes for all parties accessing the organization Continually evaluate and improve the quality of the position by showing initiative and foresight for effective change. Support the ICT Services Manager to develop improved processes.
Associated Duties	<ul style="list-style-type: none"> Attend and participate in relevant staff, department meetings and planning workshops Work as an effective team member within the ICT department, providing assistance and support as required to meet goals and objectives. Undertake other duties that are appropriate to the level of the position, as directed by the ICT Services Manager. Act in accordance with SEDA values and policies and procedures Cooperate with all health and safety policies and procedures and take all reasonable care for their own and others health and safety.

Key Relationships

Internal	External
ICT Services Manager	IT Suppliers, Vendors and Consultants
Finance Manager	Students
SEDA Group Staff	

Skills, Knowledge and Experience

- Tertiary qualifications Information Technology (or similar) -graduate qualifications
- Proven experience in an ICT Support role with sound knowledge and understanding of information communication and technology.
- Well-developed verbal communication and interpersonal skills, with proven ability to build rapport, and interact effectively with a broad range of people at all levels. This includes an ability to deal with team members at varying skill levels
- Strong written and verbal communication skills, with an ability to write about technical issues to non-technical users.
- Capacity to build and maintain collaborative working relationships with others and provide appropriate solutions to identified problems. Ability to work independently and contribute effectively as a team member to achieve goals.
- Strong organisational, planning and time management skills with an ability to prioritise and manage workload, meet deadlines and adapt to changing circumstances.
- Focus on delivering high quality work and achieving outcomes as you exercise accountability by taking personal responsibility for achieving tasks.

Other Requirements

- Conditions of engagement including probation, health and character checks (including police records check and working with Children Check) will apply to this position.
- To be eligible for engagement, you must have Australian or New Zealand citizenship or permanent residency status.
- Applicants need to meet the selection criteria outlined in SEDA Group's Skills First contract and may be required to complete a 'Fit and proper person declaration form' to be eligible for engagement.

The list of responsibilities herein is not intended to be all-inclusive and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.

Position Description Acceptance

I _____ (Incumbent Name) have read and, understood the above Position Description and agree to carry out the duties listed in my position description.

Signed Date