

Position Description

Position Title:	IT Support Officer
Classification:	Stream C - Specialists, Band 1

Purpose of the Role

The IT Support Officer provides Information and Communication Technology (ICT) support services to all staff and assists in maintaining the organisation's ICT infrastructure and systems. The role also delivers results-driven solutions to staff via a centralised service desk and ensures relevant knowledge bases are maintained to support staff with expanding their ICT knowledge.

Key Relationships

The IT Support Officer reports to the IT Service Delivery Manager and works alongside the entire Marathon Health IT team. They will work collaboratively with Marathon Health staff and engage with internal and external stakeholders.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

1. User Support

- Respond to support tickets and phone calls
- Log and track incidents using a ticketing system
- Escalate unresolved issues to senior staff

2. Basic Troubleshooting

- Diagnose and resolve hardware, software, and peripheral issues
- Assist with printer, scanner, and network connectivity problems
- Provide support for common applications (e.g., Microsoft Office)

3. Account Management

- Assist with password resets and account lockouts
- Set up new user accounts and email profiles
- Maintain user access permissions under supervision

4. **Device Setup & Maintenance**

- Set up desktops, laptops, and mobile devices
- Install and configure standard software packages
- Perform routine maintenance and updates

5. **Documentation**

- Maintain accurate records of support requests and resolutions
- Update user guides and knowledge base articles

6. **Customer Service**

- Communicate clearly and professionally with users
- Provide guidance and training on basic IT procedures

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

- I**ntegrity & Trust
- C**ollaboration & Innovation
- A**chievement & Excellence
- R**espect & Empowerment
- E**mpathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____ Date _____

Print Name :

Selection Criteria

Essential

- Relevant tertiary qualifications, and/or combination of relevant training and experience.
- Good technical troubleshooting skills with hardware, software, and communications systems.
- Good experience in implementing approved technical solutions.
- Ability to prioritise tasks and problem solve to meet deadlines.
- IT service desk experience.
- Knowledge of Microsoft programs, including operating systems and applications.
- High level of interpersonal skills including:
 - Excellent customer service skills.
 - Ability to successfully present technical solutions to non-technical stakeholders.
 - Capable of translating user requests into technical solutions and implementing those solutions successfully.

Desirable

- Demonstrated competency in the following technology areas:
 - Azure Active Directory
 - MS Exchange
 - MS SQL
 - MS Entra
 - MS Teams and Teams Phone
 - Networking
 - Cyber Security
- Experience with clinical information systems such as Mastercare, Best Practice and/or Lumary
- Experience in the not for profit health sector