

Position Description

ICT Trainee

Reports to:	Manager ICT
Directorate/Department:	Business Services / ICT
Number of direct reports:	As per Organisational Structure
Employment Type:	Full-Time Fixed Term Contract (2 years)
Salary/Award Classification:	Level 1 – Social, Community, Home Care and Disability Services Industry Award 2010 Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



Position Purpose

The ICT Trainee will assist in the provision of first level helpdesk support services to the ICT team and assist with training, hardware and software installation and maintenance requirements.

Over the course of the traineeship the incumbent will develop and apply the skills and competencies acquired and required to be a highly effective ICT team member. The trainee will complete a Certificate III in Information, Digital Media and Technology throughout the term of the contract.

Principal Duties

- Support current Help Desk Officer with day to day requests, ultimately serving as the first point of contact for customers seeking technical assistance
- Liaise with customers over phone or remote connection
- Receive, validate, log and troubleshoot requests and escalate as necessary
- Keep customers informed of request progress up to point of resolution or escalation
- Engage with third party vendors to resolve technical problems

- Perform hardware and software upgrades and maintenance
- Demonstrate behaviours that support organisational values and a positive workplace culture
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 1)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- Gains practical knowledge of a human rights based approach to supporting a person with a disability and services provided, the individual and community context of disability services, and sector and organisation purpose and values.
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Leadership & teamwork

- Works cooperatively with team members. Work is closely supervised. Follows specific detailed instructions. Learns to listen to feedback from more experienced staff and seek guidance where necessary.

Communication

- Develops listening skills and seeks, provides and/or shares practical information with people in an appropriate and respectful manner. Obtains basic facts and records issues. Learns to record and report in an appropriate manner. Starts to build a network of relevant contacts.

Customer relations

- Learns to assist customers to address their practical straightforward needs and expectations. Develops basic knowledge of supports and services and offered. Learns to provide information and referral to others. Develops an awareness of diversity and confidentiality requirements and relevant stakeholder relationships and the importance of these.

Personal accountability

- Develops basic understanding and adheres to organisation policies & procedures and all government legislation and standards relevant to own role. Learns responsibility for workplace health, safety and wellness. Understands the need to appropriately use resources. Learns accountability requirements in own role. Learns to assist in maintaining organisation's image and reputation.

Innovation

- Learns the importance of flexibility and creativity in role. Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

Essential

- Completion of year 12 (or nearing completion) to allow enrolment into a Certificate III in Information, Digital Media and Technology
- Solid academic achievement in relevant subjects
- A genuine desire and commitment to successfully undertake business related studies

Skills & Delivered Performance

- Knowledge of PC components and desktop operations
- Knowledge of Microsoft Office programs
- Excellent communication skills
- Strong customer service focus
- Effective time-management and organisational skills
- Ability to work autonomously as well as part of a team
- Ability to problem solve and be proactive in seeking answers
- Ability to work in accordance with assigned instructions and duties
- Affinity with non-profit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee

Name:

Signature:

Date:

Manager ICT

Name:

Signature:

Date: