

Position Description

Position:	IT Service Desk & Project Engineer
Department / Division:	IT Services and Consulting (ITSC)
Reports to:	Accounts & IT Service Delivery Manager
Last review:	August 2016

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for over 25 years.

With over 100 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing ageing, disabled and Indigenous communities.

Our products and services are used by nearly 5000 organisations across the sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the quality of life of the most vulnerable people in our community and drive social inclusion. We believe no-one should be left behind in today's digital world.

Purpose / Job Summary

The 'IT Service Desk & Project Engineer' is responsible for providing high quality ICT services to internal Infoxchange staff and external Infoxchange clients.

The ICT services team primarily provides installation, management and support services for computers running Microsoft operating systems and software, although some Mac and Linux workstations are also supported. Services include:

- » Managed support services - remote and onsite support of desktops, servers and networks
- » Migration, management and support services for clients who use Online Services such as Microsoft Office 365
- » Proactive maintenance
- » Design and implementation of ICT infrastructure solutions
- » Provision of technical advice and improvement recommendations.

Clients are supported through managed support contracts, projects and casual (as-required) support activity.

This role reports to the ICT Accounts & IT Service Delivery Manager and works closely with the other members of the ICT services and systems administration teams.

Key Objectives

To help organisations improve their digital capability and use ICT efficiently and effectively by providing IT services which are:

- » Cost effective
- » Professional
- » Timely
- » Efficient

Key Working Relationships

Internal

- » Infoxchange staff
- » ICT Accounts & IT Service Delivery Manager
- » Project Staff
- » IT Service Desk & Project Engineers

External

- » ICTS clients

Key Duties and Responsibilities

Service Desk

- » Provide excellent first level support services to IT Services clients in a professional and positive manner
- » Undertake maintenance activities for IT Services clients desktops and servers
- » Maintain and update documentation

Projects

- » Efficiently deploy and configure infrastructure and cloud services
- » Manage client expectations and help ensure successfully project completion
- » Development and management of client site documentation

Capability Development

- » Archive utilisation targets
- » Develop and improve Infoxchange services, procedures and documentation

- » Maintain and update documentation so that the ICT services team can provide high quality, efficient services
- » Share knowledge and experience with other Infoxchange staff.

Note: Responsibilities stated above reflect the primary functions of this job and should not be construed as an exhaustive list of duties

Key selection criteria

Knowledge, experience and skills

Required:

- » 2 + years previous experience in On Site Support or Help Desk operation
- » Knowledge and experience with Windows 7+ and Office 2010+
- » Some knowledge and experience with Microsoft Windows Server 2008 R2+
- » Some knowledge of networking topology, cabling and switching gear
- » Knowledge of commonly used concepts, practices and procedures for desktop and server support
- » Outstanding customer service ethic
- » Self-starter who demonstrates initiative
- » Ability to quickly learn new concepts and techniques
- » Ability to troubleshoot and resolve presenting problems
- » Ability to think logically and clearly under pressure
- » Efficient and thorough with attention to detail and time management
- » Excellent verbal communication skills
- » Effective written communication skills
- » Ability to work productively autonomously as well as in a collaborative team environment.

Desirable:

- » Knowledge and experience with Microsoft Exchange, SharePoint, Lync and SQL Server
- » Some knowledge and experience supporting and managing Microsoft Office 365
- » Some knowledge and experience supporting Macs

Employment Conditions

- » Full Time Position
- » Located at the Infoxchange Head Office in Richmond
- » Drivers Licence is required\