

# POSITION DESCRIPTION

## Support Officer

EFT:	Full time, Permanent
Portfolio:	Community Sector Products & Services
Reports to:	Team Lead - Support

### About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 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 people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

### About the role

The Support Officer is responsible for providing high quality ICT services to internal Infoxchange staff and external Infoxchange clients.

The IT services team primarily provides installation, management and support services for computers running Microsoft operating systems and software. 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 IT 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 Support Team Lead and works closely with the other members of ITSC.

This position is located at the Adelaide office and a driver's licence is required for this role.

The key objectives of this role are to help organisations improve their digital capability and use ICT efficiently and effectively by providing IT services which are cost effective, professional, timely, efficient and which satisfy our customers.

## Key working relationships

### Internal

- » ITSC staff

### External

- » ITSC clients

## Key duties and responsibilities

### 1. Service Desk (70%)

- » 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
- » Build and deploy PCs for clients
- » Maintain and update documentation

### 2. Projects (15%)

- » Support IT projects with required activities, including desktop deployments and maintenance of documentation

### 3. Capability Development (15%)

- » Archive utilisation targets
- » Develop and improve Infoxchange services, procedures and documentation
- » Share knowledge and experience with other Infoxchange staff

## Key selection criteria

### To succeed in this role at Infoxchange, you will have/be:

1. Previous experience in On Site Support or Help Desk operation
2. Knowledge and experience with Windows 8.1+ and Office 2013+
3. Some knowledge and experience with Microsoft Windows Server 2008 R2+
4. Some knowledge of networking topology, cabling and switching gear
5. Knowledge of commonly used concepts, practices and procedures for desktop and server support
6. Outstanding customer service ethic
7. A self-starter who demonstrates initiative
8. The ability to quickly learn new concepts and techniques
9. The ability to troubleshoot and resolve presenting problems
10. The ability to think logically and clearly under pressure
11. Efficient and thorough with attention to detail and time management
12. Excellent verbal and written communication skills
13. The ability to work productively autonomously as well as in a collaborative team environment

### Desirable

14. Knowledge and experience with Microsoft Exchange, SharePoint, Lync and SQL Server
15. Knowledge and experience supporting and managing Microsoft Office 365
16. Some knowledge and experience supporting Macs

## Employment conditions

- » Located at the Infoxchange Adelaide office
- » Full Drivers Licence – is this needed
- » Inter or intra state travel as required
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.