Position description

IT Support and Implementation Officer

Department:	Corporate Services
Location:	Cairns
Position type:	Full-time
Classification:	Level 7
Reports to:	Information Systems Manager
Direct reports:	Nil

Our values

	Values statements	Core commitments
Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. **'We work together'**	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
Leadership	We are empowered, inspired, and will step up to create a better future. **'We are all leaders'**	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
Integrity	We hold ourselves to the highest standards of ethics and professionalism. **'We do the right thing'**	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
Accountability	We own our actions, follow through on our promises, and live our values. **'We do what we say'**	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. **'We are considerate'**	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.

ISO 9001 QUALITY

Role summary

Reporting to the Information Systems Manager, the experienced and skilled IT Support and Implementation Officer will coordinate the provision of Information Technology (IT) support and services to maintain and develop IT systems and networks within Northern Queensland Primary Health Network (NQPHN).

You will perform both technical and administrative tasks, and be the primary liaison point between NQPHN and contracted IT service providers in order to ensure reliable, secure, and efficient functioning of computers, network, software, cloud services, and telecom systems.

You will assist the Information Systems Manager in informing and advising management and the wider organisation regarding IT related issues, and assist in the development of procedures, standards, and solutions to business needs.

Key responsibilities

Role-specific

- Provide level 1 and level 2 help desk technical support to NQPHN staff.

- Configuration and structuring of internal facing information services including Intranet and file systems.

- Providing advice and training for staff and managers regarding the use of technology and the application of IT standards.

- Support and assist the configuration and development of simple instructions regarding email, device management, tele and video conferencing.

- Liaise with and coordinate IT service providers responsible for delivery of level 3 help desk, support, and IT projects to provide timely and effective resolution of issues and completion of goals.

- Support the implementation and application of IT policies and standards.

- Maintain IT asset and license register.

- Monitor and ensure reliable operations of backups, security scans etc.

- Maintain up to date current state documentation of IT systems.

- Apply sound change management practices to all updates and system enhancements.

- Contribute to development of policy, standards, procedure, and plans for NQPHN IT systems and their use.

- Provide advice, recommendations, and assistance to management and the wider organisation in finding technology solutions to business needs.

Organisation-wide

- Committed to "One PHN" and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.

- Ensure "best practice" processes across all areas of responsibilities.

- Comply with the organisation's policies and procedures.

- Ensure the safety of yourself and others in line with the organisation's Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.

- Perform other duties reasonably required as directed.

Key selection criteria

- At least three to five years proven relevant work experience in IT technical support role.

- Tertiary qualification or Industry Certification in Information Technology or equivalent demonstrated on-the-job learning.

- Knowledge and understanding of computer hardware LAN/WAN systems, TCP/IP protocols, web protocols, and one or more computer scripting/programming language(s).

- Experience in supporting, managing, and configuring IT systems and technologies including the following:

  – desktops and laptops, printers, tablets, and phones

  – network devices including switches, wireless access points, ...

  – backup devices and software

  – Microsoft Windows and Office, including Office 365

  – antivirus and security software

  – MDM device management software

  – Active Directory

  – Microsoft Exchange

  – Sharepoint

  – web and cloud services.

Other requirements

- Current Drivers Licence.

- Provide a National Police Check less than three months old.

- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	• Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource management	• Manages the allocation of resources in relation to business needs. • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	• Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	• Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data. • Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise.

Core competency	Standard
	• Identifies current or past contacts that can provide work-related information or assistance. • Fosters two-way trust in dealing with contacts (e.g., maintains confidentiality regarding sensitive information).
Quality management	• Gains an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilises quality management systems where provided by the PHN. • Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	• Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the organisation's current and future role. • Looks for opportunities for business improvement.
Governance and risk	• Ensures governance arrangements are being met. • Constructs formal reporting structures that are appropriate for successful partnerships. • Refers to key healthcare benchmarks in making recommendations. • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and program management	• Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates, and responds to variances in schedule and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups. • Can identify and mitigate variations, changes, and conflicts.

Core competency	Standard
	• Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives. • Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Commissioning	• Applies Commissioning guidelines and framework. • Develops written, well-structured commissioning that clearly sets out business requirements. • Monitors Commissioning processes to ensure they are open, transparent, and effective. • Understands and participates in the commissioning process and ensures actions are in line with the framework.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.