Position Description

Position title	IT Support Officer
Location	South Melbourne (remote working required initially due to COVID-19 restrictions and ongoing remote work possible)
Team/department	Operations
Employment status	Part time (A maximum of 20 hours per week)
Employment type	Fixed team contract (immediate start to 30 June 2021)

Reporting relationships

Reports to:

IT and Systems Manager

Position purpose

Position purpose	**About SANE Australia** SANE Australia is a national mental health organisation working to make a real difference in the lives of people affected by complex mental health issues through support, research and advocacy. SANE's Anne Deveson Research Centre (ADRC) was established in 2018 to conduct research to drive social outcomes for people affected by complex mental health issues. The Dax Centre provides artists with lived experience of mental health issues opportunities for creative expression while fostering social change by expanding the public's awareness of mental health issues and breaking down stigma through art. Founded in 2012, but with a history spanning back to the 1940s, The Dax Centre is the only gallery and education centre of its kind in Victoria. We are a values-led organisation that offers workplace flexibility, a supportive, friendly team, and the opportunity to help Australians affected by complex mental issues live long and fulfilling lives, free from stigma and discrimination. We are driven by our values of Respect, Innovation, Celebration, Responsibility and Collaboration. Staff at SANE Australia benefit from generous not-for-profit salary packaging options, an employee assistance program, and additional

days pro-rata of paid Reflection Leave per year after completing 12 months of service.

About the role

SANE's Information Technology service performs a critical role in supporting and managing the organisation's systems, equipment and providing end user support services.

The IT Support Officer role is primarily responsible for providing first point of contact for staff experiencing IT issues as well as supporting SANE's information technology systems and services. Additionally, this role includes managing the Box to SharePoint data migration project. The IT Support Officer will also provide administration support to the IT and Systems Manager.

This position description is intended as a guide to the performance of duties and is not an exhaustive list of everything the incumbent will be required to do when carrying out duties. In addition to the Accountabilities below, the incumbent may be required to perform additional duties that are considered within the scope of their role and skill level.

Key Accountabilities

Accountability	
IT Support	• Provide first level support across the organisation for IT equipment, systems and other devices. • Provide technical support across the organisation via phone, Slack, email or onsite in a timely fashion. • Assist with end user troubleshooting of IT systems and services. • Take a proactive approach assisting SANE Support with data cleaning i.e. deployment, configuration and security. • Ensure system and data security is maintained at a high standard. • Provide backup support in the absence of the IT and Systems Manager. • Undertake other duties as directed by the IT and Systems Manager.
IT System	• Administer and support the migration from Box to SharePoint. • Assist in the documentation, testing and implementation of new systems and equipment.

Accountability	
Training and Development	• Deliver training and coaching to all staff of Microsoft 365 Apps and the Asana platform to increase adoption and improve productivity. • Contribute to the development and assist in updating training and support materials.
People & Culture	• Uphold and work within the SANE Values and Behaviours. • Utilise SANE's Individual, Team and Project Planning Frameworks to guide work. • Work across teams and portfolios with ease. • Attend regular team meetings, professional development, training and debriefings as required.

Position dimensions

Direct reports	None

Key internal and external stakeholders

Stakeholder	
All Staff	• To effectively provide IT support and service resources to all staff across the organisation.

Key Selection criteria

Qualifications
• Formal qualification or TAFE equivalent in Information Technology or a related discipline is required

Experience
• Experience in supporting Mac environments • Experience in deploying or using Microsoft SharePoint • Experience in Microsoft 365 administration • Advanced knowledge of Microsoft Office products • Experience in providing Helpdesk or customer service

Capabilities

- Thorough knowledge and practical experience in key IT systems i.e. Microsoft 365, SharePoint, Mac operating system, Asana, Box
- A service-based approach with a solution focused mindset
- Empathetic towards people with varying technical ability
- Excellent troubleshooting skills
- Ability to work collaboratively across a multidisciplinary team
- Ability to work independently and demonstrate good time management in a high-pressure environment
- Demonstrate competent level of computing and administrative skills
- Capacity to be flexible in fast paced work environment while managing a busy role
- Proven strong verbal and written communication skills, well developed interpersonal skills including the ability to interact effectively with a diverse range of people

How to Apply

Application close Friday, 25 September 2020, however, we are reviewing applications as received, so the close date is subject to change. Only shortlisted candidates will be contacted. Candidates with lesser formal qualifications and relevant knowledge of the job or experience may be considered.

Applications must include;

- Current Resume, including contact details for a minimum of two referees, including contact your last reporting manager (we will not contact referees without your consent)
- A separate document detailing your responses to the Key Selection Criteria (qualifications, experience and capabilities), as outlined in the Position Description
- Download the Position Description from the SANE website

Please note that applications that do not respond to the key selection criteria will not be considered for interview.

SANE Australia welcomes applications from all suitably qualified candidates. We are committed to developing and supporting a workforce that is well-equipped and motivated to make a real difference in the lives of people affected by complex mental health issues.

We strive to have a rich, diverse workforce. We encourage applications from people with lived experience of mental health issues, Aboriginal and Torres Strait Islander people, people with disabilities, people from CALD and LGBTQIA+ communities, and people of all ages.

We believe in building an inclusive workforce that sees human difference as a strength and supports our vision for all Australians affected by mental health issues to lead long and fulfilling lives, free from stigma and discrimination.