POSITION DESCRIPTION
Information Communication Technology (ICT) Field Engineer

Position Title	Information Community Technology (ICT) Field Engineer
Group	YMCA Head Office
Modern Award / Agreement	Professional Employees Award 2010
Classification Level	-
Position Status	Minimum Fixed-Term Six-Month Contract
Reports to	Team Lead – ICT Infrastructure and Service Delivery
Supervises	-

About the YMCA of Brisbane

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc. We are guided to achieve our mission by four key values: honesty, respect, caring and responsibility.

The YMCA operates several multi-purpose fitness, aquatic and recreational centres that seek to value add to the communities they function in through providing opportunities for all individuals to grow in body, mind and spirit. We aspire to deliver exceptional customer service and highly engaged staff in the provision of programs that focus on health, fitness and recreation for people of all ages and abilities. We have a broad range of inclusive programs including: personal and group training; community well-being; aquatics; gymnastics; vacation care; indoor sports.

Position Summary

The Information Communication Technology (ICT) Field Engineer supports the delivery of high quality and responsive ICT services and infrastructure to local YMCA Centre's through the proactive inspection, maintenance, remediation and documentation of ICT equipment and environments. The ICT Field Engineer works closely with the ICT support team to implement and maintain Information and Communications Technology systems to support the YMCA's operational objectives. The incumbent must exhibit appropriate role model behaviours consistent with the YMCA mission and values.

Duties and Responsibilities

1. ICT Operations
1.1 Installation, configuration and maintenance of ICT hardware and software for YMCA Centre's and end users, including: computers, operating systems, line of business applications, backups, printers, photocopiers, data, telephone, CCTV and networking equipment;
1.2 Conducting site visits to audit, document and remediate existing ICT infrastructure;
1.3 Identify and record ICT assets;

1.4 Work in partnership with service providers and vendors to deliver and/or troubleshoot new or upgraded ICT services;

1.5 Technical troubleshooting and resolution of identified issues;

1.6 Prepare and deliver training resources to end users;

1.7 Maintenance of IT procedures, registers and technical documentation.

2. Project Work

2.1 Support and contribute to the delivery of ICT infrastructure and services projects;

2.2 Manage the implementation of assigned ICT project work within agreed timeframes.

3. Compliance

3.1 Monitor and report on compliance with YMCA ICT Policies;

3.2 Maintain the confidentiality of information, records, files and processes of the YMCA of Brisbane, including related entities;

3.3 Report identifiable risk so that immediate action can be taken;

3.4 Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your role as found in the OHS Management: OHS Roles and Responsibilities document [OHS01].

4. General

4.1 Maintain the work environment so as to minimise risk to both customers and staff;

4.2 Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";

4.3 To maintain the Quality System and report any deviations from the intended system;

4.4 Remain aware of, and manage appropriately, cross cultural diversity;

4.5 Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;

4.6 Any other duties as required within YMCA ICT or other areas as determined by the Chief Executive Officer from time to time.

Health, Safety and Environment

1. Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;

2. Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;

3. Maintain the work environment so as to minimise risk to both customers and staff and report identifiable risk so that immediate action can be taken;

4. Comply with the YMCA's Work Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;

5. Comply with the YMCA's ICT Policies and procedures, the Privacy Act and maintain confidentiality of all YMCA information, records and files;

6. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "*YMCA Quality Manual*";

7. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;

8. Any other duties as determined by the Chief Executive Officer as required.

Key Physical Requirements

1. Walking / standing – Frequent - Constant
2. Sitting – Frequent – Constant
3. Squatting / bending / kneeling – Frequent - Constant
4. Working outdoors – Frequent
5. Fine motor skills (keying, typing) – Frequent – Constant
6. Gross motor skills (setting up, packing up) – Occasional to Frequent
7. Lifting / carrying up to 10kg - Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

1. Minimum three (3) years operations field experience in a similar role;
2. Highly developed ICT Technical knowledge across a diverse range of technologies;
3. Demonstrated 'hands-on' experience with end-to-end delivery of ICT infrastructure for SME operations;
4. Experience with Configuration and Fault Management;
5. High attention to detail;
6. Strong technical writing and documentation skills;
7. Demonstrated results orientation, sound judgement and problem solving ability;
8. Strong organizational and time management skills and the ability to effectively manage competing priorities;
9. High level of written and verbal communication skills including the ability to communicate effectively with diverse groups;
10. Ability to work autonomously and as part of a small team;
11. Capable of operating effectively in a high pressure environment;
12. Ability to handle, in a professional manner, queries, complaints and any difficult situations which may arise;
13. Willing and able to work flexible hours as determined by business requirements;
14. Maintain contemporary skills and product knowledge relevant to the provision of YMCA ICT services and infrastructure;
15. Current Open Drivers Licence and Own Vehicle;
16. Possess, or be willing to obtain, a Police Check Certificate or positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000.

Approval

Date Position Description Created / Revised:	April 2019
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of **Information Communication Technology (ICT) Field Engineer.**

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR