

# YMCA POSITION DESCRIPTION – INFORMATION COMMUNITY TECHNOLOGY (ICT) SUPPORT OFFICER

Position Title	Information Community Technology (ICT) Support Officer		
Group	YMCA Administration Office		
Modern Award / Agreement	Professional Employees Award 2010		
Classification Level	Level 1.1		
Position Status	Permanent, Full-Time	Child Facing Role	Blue Card Required
		x	✓
Safeguarding Classification	Non-Child Facing Position (NCF)		
Employment Screening	National Police Check		
Reports to	ICT Manager		
Supervises	N/A		

## Industry Sector

The YMCA Administration Office provides shared services and support including Marketing, Human resources and Payroll, Finance, Accounting, IT and General Administration to the various services and Centres of the YMCA of Brisbane and Y-Care (YMCA Social Impact).

## Position Summary

The Information Community Technology (ICT) Support Officer supports the delivery of high quality and responsive ICT services and infrastructure through the provision of proactive, timely, personable and effective end user support. The ICT Support Officer 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. SERVICE DESK

- 1.1 Support Service Desk operations, ensuring that incidents and requests for support are logged, including the prioritisation and escalation as appropriate including the resolution of assigned tickets in a timely and effective manner;
- 1.2 Provide onsite and remote support to users in the use of YMCA ICT systems;
- 1.3 Identify opportunities to improve ICT service delivery and action agreed strategies accordingly;
- 1.4 Communicate notifications to users relating to ICT maintenance, outages and security alerts.

### 2. ICT OPERATIONS

- 2.1 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, telephone and networking equipment;
- 2.2 As directed, provision of technical troubleshooting and resolution of identified issues;
- 2.3 User account management, including creation and disabling of user accounts, maintenance of security and distribution groups, email accounts, and archiving of terminated accounts;
- 2.4 Maintenance of IT procedures and documentation.

### 3. PROCUREMENT

- 3.1 Maintain YMCA ICT asset and equipment register;
- 3.2 Conduct procurement activities as directed;
- 3.3 Ensure financial transactions are conducted accurately, that errors are closely monitored and investigated immediately taking appropriate corrective action when necessary.



# YMCA POSITION DESCRIPTION – INFORMATION COMMUNITY TECHNOLOGY (ICT) SUPPORT OFFICER

## 4. PROJECT WORK

- 4.1 Support and contribute to the delivery of ICT infrastructure and services projects;
- 4.2 Manage the implementation of assigned ICT project work within agreed timeframes.

## 5. COMPLIANCE

- 5.1 Monitor and report on YMCA ICT Security and Usage Policies;
- 5.2 Maintain the confidentiality of information, records, files and processes of the YMCA of Brisbane, including related entities;
- 5.3 Report identifiable risk so that immediate action can be taken;
- 5.4 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].

## 6. ADMINISTRATION

- 6.1 Support ICT support team with maintenance of IT records including general administration, filing and archiving of information;
- 6.2 Liaise with Centres and ICT support team to coordinate and communicate on IT incidents, events and maintenance activities.

## 7. GENERAL

- 7.1 Maintain the work environment so as to minimise risk to both customers and staff;
- 7.2 Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";
- 7.3 To maintain the Quality System and report any deviations from the intended system;
- 7.4 Remain aware of, and manage appropriately, cross cultural diversity;
- 7.5 Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;
- 7.6 Any other duties as required within YMCA ICT or other areas as determined by the Chief Executive Officer from time to time.

## Safeguarding Children

### 8. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

#### Child-Facing Roles

- 8.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 8.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 8.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 8.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 8.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 8.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 8.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 8.8 Participate in safeguarding children and young people training as directed;

#### Non-Child-Facing Roles

- 8.9 Participate in safeguarding children and young people training as directed
- 8.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 8.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 8.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 8.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;



# YMCA POSITION DESCRIPTION – INFORMATION COMMUNITY TECHNOLOGY (ICT) SUPPORT OFFICER

8.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

## General

### 9. GENERAL REQUIREMENTS

- 9.1 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;
- 9.2 Comply with all Policies and procedures;
- 9.3 Maintain confidentiality of all YMCA information, records and files;
- 9.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 9.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 9.6 Any other duties as determined by the Chief Executive Officer as required.

## Health and Safety

### 10. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 10.1 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;
- 10.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 10.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 10.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 10.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 10.6 Properly use equipment, including any relevant safety equipment or devices;
- 10.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 10.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 10.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 10.10 Make suggestions for improvements to health and safety practices within the workplace;
- 10.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 10.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

## Key Physical Requirements

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

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

## Position Requirements / Selection Criteria

1. Formal qualifications in IT at Certificate III level, coupled with at least two (2) years relevant experience in an IT Helpdesk/Support role and preferable with experience working with:
  - a) Microsoft Server and Desktop products;
  - b) Active Directory Administration
  - c) Microsoft Exchange Administration
  - d) Microsoft Sharepoint Site and User Administration
  - e) Airwatch MDM, or similar
  - f) LogMeIn Remote Assistance
2. Microsoft Certification highly desirable;
3. Proven ability to develop and manage customer relationships and proven commitment to delivering and improving the customer service experience;
4. Demonstrated results orientation, sound judgement and problem solving ability;
5. Strong organisational and time management skills and the ability to effectively manage competing priorities;



# YMCA POSITION DESCRIPTION – INFORMATION COMMUNITY TECHNOLOGY (ICT) SUPPORT OFFICER

6. High level of written and verbal communication skills including the ability to communicate effectively with diverse groups;
7. Ability to work autonomously and as part of a small team;
8. Capable of operating effectively in a high pressure environment;
9. Ability to handle, in a professional manner, queries, complaints and any difficult situations which may arise;
10. Willing and able to work flexible hours as determined by business requirements;
11. Maintain contemporary skills and product knowledge relevant to the provision of YMCA ICT services and infrastructure;
12. Current Open Driver's License.

## Approval

Date Position Description Revised:	November 2020
Position Description approved by:	Chief Executive Officer
Date of Approval:	

