

POSITION DESCRIPTION

IT Helpdesk Support Officer POSEA3027

ISO9001 | Approved by Stefan Gruenert | Next Revision: 7/11/20



Hours:	Full time (1.0 EFT)
Location:	660 Bridge Rd, Richmond (Head Office) with some travel between Melbourne Metro and Vic Regional sites
Classification:	OH2
Reports To:	IT Manager
Direct Reports:	N/A

The Organisation

Odyssey House Victoria (OHV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OHV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families and communities to reduce drug use, improve mental health and reconnect people to their family and the community.

Position Objective

The position of Helpdesk Support Officer is part of the IT Department, whose purpose is to ensure the smooth operation of information, communications and technology services and infrastructure within Odyssey and partnered Organisations. The Helpdesk Support Officer is to provide helpdesk and technical support, advice and training to staff and residents to assist them effectively use software, hardware and network services at Odyssey and partnered Organisations. Under the direction of the IT Manager, this position is also responsible for ensuring the Odyssey systems are functioning optimally.

Role Responsibilities:

Key responsibilities for this position include:

- Contribute to the efficient and effective operation of the Odyssey communications and networking infrastructure through servicing, installation and ongoing support of networking, telephony and video conferencing systems. This applies both internally and with external vendors.
- Support day-to-day rectification of network problems.
Install, maintain, update and support desktop applications, systems and communications software.
- Apply high-level diagnostic skills to investigate and resolve problems relating to all Odyssey services including telephony, networks, hardware, printing, e-mail, video conferencing, SOE and software applications.
- Conduct regular IT Audits in conjunction with the IT Team
- Provide network, email and telephony facilities to new staff
- Support Odyssey Intranet
- Support Office 365-based Systems

Helpdesk/Staff Assistance

- Provide helpdesk support, respond to, and assist with, the day-to-day IT needs of individual staff members.
- Assist Odyssey residential clients with IT and helpdesk support in consultation with the IT Manager and relevant clinical staff.
- Manage the Helpdesk Log processes and remote support systems to facilitate staff assistance

Key Selection Criteria

1. Demonstrated knowledge or learning capacity in Windows server-workstation environment, software applications and IT systems and hardware.
2. Exposure to Networking infrastructure, Cisco, HP and Fortigate. LAN / WAN / VPN
3. Exposure to Server Virtualisation, VMware
4. Demonstrate communication skills.
5. Demonstrate problem-solving skills.
6. Demonstrate ability to manage time effectively and work autonomously.
7. Current knowledge of OH&S practices
8. Registration with relevant professional body desirable.

Essential Requirements

- Microsoft Certification or relevant on the job experience for MS products and Desktop Applications, exposure to Server Virtualisation and storage systems.
- A qualification or current studies in Information Technology
- Satisfactory outcome of a confidential Police Check and Working with Children Check. OHV is committed to child safety and is a Child Safe organisation.
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- Possession of a current Victorian Driver's License.
- Eligibility to work in Australia.

Desirable Requirements

- First Aid Certificate.
- Current knowledge of OH&S practices.

I have read and understand the requirements of my position.

Name: _____

Signature: _____

Date: ____/____/____