

Position Description

POSITION TITLE	Junior IT Support Officer		
REPORTS TO (TITLE)	ICT Manager	DIRECT REPORTS (TITLE)	N/A
LOCATION	Location negotiable within HealthWISE footprint		
CLASSIFICATION	Administrative stream, Level I The New England, Barwon and North West Slopes Divisions of General Practice Enterprise Agreement 2010.		

COMPANY DESCRIPTION

Vision – Healthy Communities

Purpose – Creating better health for our communities

HealthWISE provides primary health care programs and clinical services across the New England North West area of NSW and an increasing range of services and programs in the Darling Downs West Moreton and Goondiwindi regions. HealthWISE has been delivering federally funded primary health and social services for over 13 years. We are a not-for-profit organisation dedicated to creating healthy communities.

By employing skilled and experienced local healthcare providers and a dedicated support team, we provide efficient and effective programs that improve access, increase awareness, decrease cost, empower communities and foster long term health.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

POSITION DESCRIPTION

The Junior Information Technology (IT) Support Officer will work with the HealthWISE IT Team under direction of the ICT Manager to provide IT support, maintenance and associated activities to support the day to day operations of HealthWISE.

In addition, the role will assist in the growth and financial sustainability of HealthWISE through the provision of fee for service IT support to a number of external clients within the region.

Position Description

KEY RESPONSIBILITIES

- Assist in the development and maintenance of the information networks controlled by HealthWISE
- Provide support, training, advice and resources to HealthWISE staff to assist them with IM/IT practices and processes
- Review, maintain and assist in developing appropriate risk management strategies to protect IM/IT infrastructure
- Assist in providing a telephone help desk for HealthWISE staff and external IT clients
- Administrator duties – networks; active directory; security and virus protection; preparation and deployment of equipment; equipment repairs and maintenance
- Assist in ensuring that IM/IT systems are protected so that information is stored securely and is protected against unauthorised access
- Work with staff to develop and maintain client management and data collection systems
- Assist in developing opportunities which enhance and add value to the existing processes through the development of continuous improvement opportunities
- Actively contribute to the growth and financial sustainability of the myTechWISE brand through identifying new business opportunities, efficiencies, cost savings and innovative solutions
- Make a personal commitment to approach all enquiries in a courteous, friendly, supportive, professional, and timely manner that fosters an all-inclusive “no wrong door” customer service culture
- Display an attitude and behave in a manner that is in keeping with the company’s values (empowerment, quality, community, client focus, passion for excellence, visionary)
- Effectively collaborate with other HealthWISE IT personnel to ensure that all services are operating effectively and efficiently, while maintaining a harmonious team environment

Other duties as required within your skills and experience

WORK HEALTH AND SAFETY

While at work, a worker must:

- a) take reasonable care for their own health and safety, and
- b) take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011, and
- d) Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Position Description

ROLE CRITERIA	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Sound understanding of basic IT Principles across Network, Server and Desktop environments • Knowledge and understanding of Microsoft operating systems (e.g. Windows Server 2012/2016/2019, Windows 10,); • Knowledge and understanding of Microsoft Office suite of products, including Access databases and Microsoft 365 • Superior Customer Service and Communication Skills • Demonstrated ability to: <ul style="list-style-type: none"> ○ Manage multiple deadlines, including establishing priorities and applying a high level of initiative to meet deadlines ○ Work independently or as part of a dynamic and flexible team, including the ability to effectively work remotely with accountability • Current unencumbered NSW driver licence and willingness to travel within the HealthWISE service footprint 	<ul style="list-style-type: none"> • An understanding of the Primary Health Care sector, including Allied Health, Mental Health and General Practice • Knowledge and understanding of VoIP telephones and systems • Experience with website design, development and maintenance • Ability to communicate sensitively and to effectively engage with Aboriginal people and Communities in a way that fosters mutual respect and regard • Knowledge in the use of medical software (e.g. Medical Director, Best Practice) or the ability to learn this