Position Description

IT Support Officer

May 2021

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DEPARTMENT Technology Services	**REPORTS TO** IT Ops, Systems & Security Manager
EMPLOYMENT TYPE Full time – **6 months**	**DIRECT REPORTS** Nil
LOCATION Newborough (primary location)	**KEY CONTACT** Tim Brewer IT Ops, Systems & Security Manage txb@lhs.com.au

WHO IS LATROBE?

Latrobe Health Services is an Australian-owned not-for-profit registered private health insurer with more than 81,000 members across Australia. We pride ourselves on providing quality cover for our members, and exceptional service when our members need us.

Latrobe's core purpose is to guide and empower our members like a friend, to take control of their health episodes now and in the future.

Our purpose is supported by 5 key values:

1. *We display trust and respect always*
2. *We focus on shared results*
3. *We engage & empower*
4. *We are accountable*
5. *We create a positive work environment*
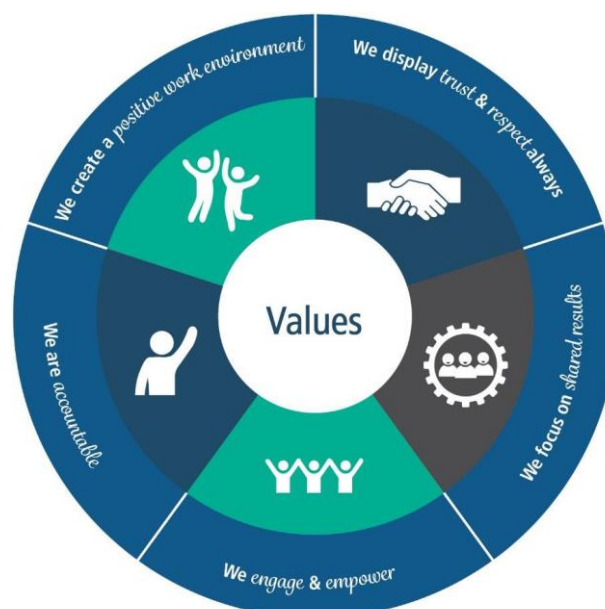
POSITION OBJECTIVE

The proliferation of technologies and increasingly technology savvy users create an opportunity for us to leverage technologies and platforms to create value.

The objective of the IT Support Officer is to provide front-line primary support to end users on various issues and problems relating to IT systems and business applications. IT Support Officer will also be responsible for responding to, documenting, and resolving service tickets in a timely manner according to agreed response times.

The IT Support Officer will perform root cause analysis, recommend procedures and controls for problem prevention and maintain and evolve a knowledge base consisting of how-to articles and work instructions. This position will support multiple platforms including desktops, laptops, mobile devices and videoconferencing equipment in addition to business systems as required.

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Position Description

REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Triage incoming support requests from end users via telephone, e-mail or web forms in a courteous manner by following IT service management (ITSM) processes and resources (e.g. RACI charts, Service Catalogues, Priority Matrix). Where possible attempt first call resolution.

- Prioritise incidents and schedule service requests, escalate problems (when required) to the appropriately experienced personnel internally or within service provider organisations. Flag repeated incidents with your team.

- Record, track, and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution as well as the time taken to solve the request.

- Perform hands-on fixes in person or using remote support technologies, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.

- Perform preventative maintenance, including checking and data cleansing of workstations, printers, and peripherals.

- Develop and maintain an inventory of all IT assets including workstations, display devices, printers, scanners, and other peripheral equipment.

- Create and maintain process, procedural and technical documentation as well as assist with training and related materials as needed.

- Contribute to and assist with activities related to IT and information security activities.

- Work within project teams from time to time as directed.

Leadership and interpersonal skills

- Model the Latrobe Way values and behaviours in the delivery of individual performance; actively contribute to a constructive, high performing team and organisational culture.

- Develop and maintain relationships with peers and stakeholders across the business.

- Independently prioritise work and appropriately escalate issues impacting either performance and/or the business.

- Work autonomously and as part of a team.

Accountability and extent of authority

- Actively maintain awareness of all risk and compliance obligations defined through Latrobe's Risk Management Framework.

- Consistently achieve individual goals and objectives and actively lead own growth and achievement planning and implementation.

Position Description

Judgement and decision making

- Interpret and work within organisational policy and procedure and/or legislation applicable to the position.

- Actively offer and implement a course of action and solutions based on evaluation and analysis of numerical and written information focussed on results.

- Make decisions which are objective and free from undue influence consistent with Latrobe's risk culture.

- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

KEY SELECTION CRITERIA

Experience skills and knowledge

1. **Demonstrated knowledge, experience and understanding of business systems and processes including:**
   - at least 3 years' IT service desk experience providing first and second level technical support
   - technical knowledge across a broad range of technologies, including Windows, Office 365, Active Directory, MS Exchange & Outlook.

2. **Excellent problem-solving and business analysis skills** including the ability to review and redesign end to end processes which address root cause issues.

3. **Strong interpersonal and relationship management skills with a passion for customer service (internal and external).**

4. **Strong communication and engagement skills** to drive mutually beneficial outcomes with internal and external stakeholders.

5. **Flexible, adaptable, mobile and energised** (FAME) mindset: ability to positively respond and adapt to changes that impact the business environment.

6. Knowledge of industry standards in both information technology and project management.

Qualifications/accreditation/licenses

1. Tertiary qualifications in IT or equivalent experience desired.
2. Formal project management accreditation desired.

Mandatory checks

A Victorian Police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.