

# Position Description

<b>Title</b>	IT Helpdesk Support Officer
<b>Position Location</b>	Central
<b>Reports to</b>	IT Manager
<b>Direct Reports</b>	Nil
<b>Classification</b>	Hay Grade 14
<p>The Childcare and Kindergarten Association Limited (C&amp;K) is a not-for-profit early childhood provider with more than 350 early childhood education and care (ECEC) centres located across Queensland.</p> <p>Our purpose is to nurture and inspire children to succeed in an ever-changing world. This is at the forefront of everything we do.</p> <p>C&amp;K's vision is to be Queensland's pre-eminent provider of early education and care.</p> <p>Our values:</p> <ul style="list-style-type: none"> <li>• <i>we put children first</i></li> <li>• <i>we respect all people and each other</i></li> <li>• <i>we work with integrity and strive for excellence in everything we do</i></li> </ul> <p>These underpin the way we work with children and families, communities, colleagues and partners.</p> <p>We reinvest our surplus to benefit children and families disadvantaged in their access to early childhood education. This includes children with additional needs and children and families in rural, remote, Aboriginal and Torres Strait Islander and disadvantaged communities.</p>	
<b>Purpose</b>	The primary purpose of the position of IT Helpdesk Support officer is to provide timely and effective IT support services to C&K employees, including provision of technical advice, problem identification, and troubleshooting. The IT Helpdesk Support Officer will assist with professional hardware and software support and maintenance to enable the continued provision of essential services in a timely, efficient and effective manner.
<b>Key accountabilities</b>	<ul style="list-style-type: none"> <li>• Provide timely and effective IT Support services to C&amp;K</li> <li>• Assist in identification and resolution of ICT troubleshooting activities to ensure continuation of essential services in a timely, efficient and effective manner.</li> <li>• Contribute to the development and implementation of ICT-related policies and procedures.</li> <li>• Deliver a high-level of customer service, which is proactive, cooperative and dependable by analysing user needs and developing rapport with our users.</li> <li>• Contribute to projects and programs of work that contribute to the effective development, delivery and maintenance of ICT services within C&amp;K.</li> <li>• Contribute to the achievement of C&amp;K objectives, goals and priorities, through the application of ICT knowledge, expertise and experience.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience in providing technical advice, support and assistance to staff and management on a range of ICT functions.</li> </ul>

<b>Key Selection Criteria</b>	<ul style="list-style-type: none"> <li>• Proven ability to undertake a variety of ICT tasks and project-based activities that have impact on organisational objectives.</li> <li>• Proven ability to work autonomously, use sound judgement and set priorities to achieve business objectives.</li> <li>• Proven ability to communicate effectively, both verbally and in writing with a diverse group of customers on various ICT-related matters.</li> <li>• Demonstrated ability to organise and prioritise work, managing multiple tasks and projects and function effectively as a self-directed co-ordinator of multiple initiatives</li> <li>• Ability to identify technical issues, think laterally and apply analytical skills to develop appropriate options for resolution.</li> <li>• Experience in contributing effectively to the IT team and the business, review and continuous improvement of ICT policies and processes.</li> </ul>
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<p><b>Additional information</b></p> <p>The successful applicant will be required to:</p> <p>Infrequent travel, as necessary/required.</p> <p>Hold a positive notice (Blue card) working with children check and a current driver's license.</p> <p>The information above is not intended to be an all-inclusive list of the responsibilities of the job described. Rather, they are intended only to describe the general nature of the job. C&amp;K is a growing organisation; to support the vision for the business it is expected that the incumbent will evolve the position over time in alignment with the dynamic nature of the business and the region.</p>
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