

Employee Position Description

Key Position Information			
Job Title Desktop Support Engineer		Reports To [Position Title] IT Operations Manager	
Department Name IT		Department Code	Cost Centre
Work Area [Shared Services, Operations] Shared Services		Work Area Code	Initial Work Location 619 St Kilda Rd, Melbourne
Enterprise Agreement [EA] <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Name of Enterprise Agreement No Agreement		Classification [per EA] N/A
Incumbent		Job Description <input type="checkbox"/> New <input checked="" type="checkbox"/> Updated	Date Effective October 2024

Primary Purpose of Job

Why does the job exist? This statement should encapsulate the overall significance of the job from Jewish Care’s point of view.

The Desktop Support Engineer will be the primary point of escalation for the IT Service Desk team, logging, updating and resolving IT incidents and requests within agreed time frames and escalating when necessary to ensure resolution. Strong customer focus and IT technical skills are critical for this role to ensure the continued support of the Jewish Care IT environment. The primary duties and responsibilities of the Desktop Support Engineer are outlined in the *Key Accountabilities and Responsibilities* section and they support the Manager by carrying out any additional tasks at the manager's discretion.

Dimensions			
Direct Reports 0	Indirect Reports 0	Budget Financial Responsibility \$nil	Delegated Financial Authority \$nil

Role Balance		
People – <u>percentage</u> of time getting things done through others 0	Scheduling – <u>percentage</u> of time planning, coordinating 5	Technical – <u>percentage</u> of time delivering based on knowledge and skills 95

Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = “The buck stops here” Responsible = “The doer”</i>
Jewish Care Values	<ul style="list-style-type: none"> Act consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making Adhere to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children Adhere to the organisation’s Code of Conduct Report any suspicions, concerns, allegations or disclosures of alleged abuse to management
Customer Service	<ul style="list-style-type: none"> Answer customer queries in a friendly, polite, cooperative and professional manner Ensure all customer complaints are recorded and escalated to the IT Operations Manager

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Key Result Area (KRA)		Key Accountabilities and Responsibilities	
		<i>Accountable = "The buck stops here" Responsible = "The doer"</i>	
IT Desktop Support		<ul style="list-style-type: none"> • Ensure all activity is logged in the IT Service Desk system • Ensure IT Support response times and resolution times are within defined service level agreements • IT Support calls are resolved or referred to the proper area within agreed times • Establishes systems and procedures to guide work and track progress • Provide technical desktop support to staff including computers, laptops, phones, printers, network patching, Wi-Fi etc • Configure, upgrade and install IT hardware • Maintain appropriate configuration standards and procedures • Document and review IT processes and procedures as necessary 	
Stakeholder management		<ul style="list-style-type: none"> • Builds effective relationships with stakeholders • Facilitates collaborative working arrangements • Collaborates with third-party vendors to resolve issues 	
Escalation		<ul style="list-style-type: none"> • Refer advanced calls to appropriate person and advise manager directly of critical calls • Escalated calls are reaching the correct people within agreed times • Reports on progress of assigned tasks and identifies and communicates risks and issues as they arise and works collaboratively to mitigate or resolve them respectively 	

Corporate Accountabilities and Responsibilities	
Team Member	<ul style="list-style-type: none"> • Perform work safely and complete tasks on time, on budget and in accordance with expectations • Concentrate and collaborate • Question, debate review with leader and peers • Develop career goals and initiate career conversations with next up manager • Participation in an after-hours standby roster may be required • Occasional out of hours work may be required • Onsite requirements at JCV Head Office and across all JCV locations
OHS	<ul style="list-style-type: none"> • Be pro-active in caring for the health and safety of all people within our work environment • Ensure all appropriate actions are taken to implement Jewish Care OHS processes, procedures, work instructions, training, and legislative requirements • Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care

Key Relationships	
Internal	JCV IT team All JCV staff
External	External vendors

Values	
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:	
Derech Eretz: Respect	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
Kehilla: Community	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
Hachlala: Inclusion	We embrace diversity and work together for a just and equitable society.
Achrayoot Chevratit: Social Responsibility	Behaving ethically, with sensitivity and acting in the best interests of all.

Role Required Capabilities	
Skills (the technical skills to do the job at a high level of accomplishment)	Essential: <ul style="list-style-type: none"> • Technical desktop support skills including computers, laptops, phones, printers, network patching, Wi-Fi etc. • Ability to configure, upgrade and install IT hardware • Excellent communication and interpersonal skills with an ability to engage in a friendly, cooperative and constructive manner • A demonstrated ability to learn new skills rapidly and apply problem-solving skills • Microsoft Windows Operating System knowledge (Windows 10/ Windows 11) • Microsoft Office 365 knowledge including Teams, Outlook/Exchange, SharePoint and Office suite. • Experience with VOIP Telephony systems • Experience and understanding of Active Directory, Group Policies, DHCP, DNS, TCP/IP. • An ability to work to deadlines and under pressure • Professionalism in attitude, actions and appearance • Ability to work effectively in a team • Experience configuring and supporting Mobile Devices (Andriod and iOS) including MDM platforms (Airwatch)
Knowledge & Qualifications (the specific qualifications required and knowledge fields are ideally required of the incumbent)	Essential: <ul style="list-style-type: none"> • Tertiary qualification in IT or relevant field

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<p>Experience (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • 3 - 5+ years experience working as Desktop Support engineer. • Demonstrated strong customer service focus and excellent communication skills • Strong technical problem solving focus • Ability to manage competing priorities • Demonstrated experience to work effectively with minimal supervision, self-manage and contribute constructively to a small high performing multi-disciplinary team • Experience in use of IT Service Management systems such as KACE/Quest, ServiceNow, Jira etc <p>Desirable:</p> <ul style="list-style-type: none"> • Understanding of the Aged Care, Community and Disability sectors
<p>Wisdom (the sensitive tasks that require good judgement)</p>	<ul style="list-style-type: none"> • Establishes and maintains relationships with people at all levels and builds trust through consistent actions and communication.
<p>Valuing (the type of work someone undertaking this role would need to value)</p>	<ul style="list-style-type: none"> • Committed to actively seeking to meet customer needs and delivering high quality outcomes in a timely manner.
<p>Pre-Requisites</p>	<ul style="list-style-type: none"> • Australian Police Check • International Police Check (where relevant) • Commitment to providing professional and safe services to all residents and clients, including children and young people • Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury • Unrestricted right to work in Australia (Visa evidence required)

Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:
People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or HR@jewishcare.org.au**



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.



Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community.