

IT COORDINATOR

Position Description

The Business Unit

The IT team is responsible for enabling Arts Centre Melbourne through Services and Technology. It collaborates with all other business units including external presenters and customers to deliver assistance and advice in a flexible, transparent and innovative manner.

The IT Services team consists of three distinct areas; Plan, Build and Run. The Plan team provides service level, project and account management services to the organisation. The Build area is responsible for providing cost effective and robust solutions, while the Run team delivers service support and operational duties within a 24x7 environment.

The Role

Provide administration support service services including purchasing, invoicing and vendor coordination that meets IT Services operational requirements.

Type	Full Time
Reports to	Head, IT Service Delivery
Direct Reports	-
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 2.1
Key Relationships	<i>Internal:</i> All Arts Centre Melbourne departments and users <i>External:</i> Third Party Vendors and IT Service suppliers
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	SGA Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	September 2019

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Relevant tertiary degree or equivalent professional qualification in Information Technology or related discipline desirable

Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.
- Strong knowledge of Microsoft excel and word
- Excellent written and verbal communication skills
- Experience using an e-procurement system
- Strong attention to detail
- Excellent organisational skills
- Experience working within an IT team desirable
- Previous experience in a procurement role desirable

In the role you will

Accountabilities:

- Assist Head, IT Service Delivery to produce and maintain reports and other documentation
- Provide administration services across IT services to effectively coordinate the operational needs of an IT team
- Prepare documentation for IT leases and hardware asset purchases
- Coordinate all procurement activities
- Assist with coordination of project tasks
- Support and monitoring of IT vendor relationships including the contracts register.
- Contribute to IT Knowledgebase regarding IT administration
- Actively contribute towards the success of the IT Services Team
- Maintain Asset Register containing hardware, software and licenses as required
- Assist with Service Desk calls during peak periods
- OH& S Compliance
- Observe ACM's values and ACM's The Role You Play

Decision making:

- Minimal operating autonomy is required. The role operates within existing processes, and direction. Anything outside of agreed process is provided by the Head, IT Service Delivery.

Systems:

- Use Microsoft Office suite
- Use e-procurement

Working environment/physical requirements:

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.
- Occasional need to lift and carry small office items.

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.