

## Mission Australia

**About us:** Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.

We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside the government, our corporate partners and everyday Australians who provide generous support.

Together, we stand with Australians in need until they can stand for themselves.

**Purpose:** Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

*"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)*

**Values:** Compassion Integrity Respect Perseverance Celebration

**Goal:** To reduce homelessness and strengthen communities.

## Position Details:

**Position Title:** IT Field Engineer

**Classification:** Non-Award

**Level:** N/A

**Function:** IT Services

**Reports to:** National Field Service Manager

**Position Purpose:** Provision of second-level IT support in accordance with the agreed IT Services policy and SLAs. Conduct regular proactive site visits to perform preventative maintenance, documentation of network setups and to maintain and foster relationships with managers and staff in positions designated region.

Actively participate in the site care process for setup/relocation and closures of sites. The position involves maintaining a close working relationship with the Site Care Co-ordinator and external vendors, as and when required.

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	IT Support
Key tasks	Position holder is successful when

<ul style="list-style-type: none"> <li>• Provide Level 2 and Level 3 operational and technical support; to users via the telephone, using remote desktop tools or should the need arise by attendance to users at their place of work.</li> <li>• Rigorously develop &amp; maintain high-quality documentation for all relevant processes and procedures</li> <li>• Resolve Incidents and Problems associated with End User Computer Equipment and Software, and provide break/fix support, advice, and assistance to Users.</li> <li>• Coordinate efforts with Third-Party service and maintenance providers as necessary to keep EUC Equipment and Software in good working order, following the authorised warranty and repair authorisation process.</li> </ul>	<ul style="list-style-type: none"> <li>• Manage and respond to infrastructure and network incidents and requests, act as 2<sup>nd</sup> level support for network and desktop services.</li> <li>• Knowledge is shared with peers through appropriate channels to mitigate skills gaps. Documentation updated and uploaded to the appropriate knowledge base platforms.</li> <li>• Incidents and requests are responded to and resolved in accordance with SLAs. Major incidents are correctly identified, logged and investigated, with escalations as required.</li> <li>• Establish and maintain working relationships with key third-party vendors where established vendors have agreed and published SLAs, and exceptions are highlighted to management where appropriate.</li> </ul>
<b>Key Result Area 2</b>	<b>IT Service Delivery</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Represent IT in the designated region including the delivery of user education on general IT house-keeping or best practice usage and at local forums and meetings. This includes attending State management team meetings as and when required.</li> <li>• Work autonomously within the designated region to facilitate customer outcomes.</li> <li>• Work with the Site Care Co-ordinator, external vendors and key local staff to ensure that new/relocating/closures/expanding of sites are carried out in accordance with IT Services guidelines and standards.</li> <li>• Ensure that all sites in the designated region are visited on a regular basis in accordance with agreed SLAs.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop proactive working relationships with key stakeholders to ensure business requirements are translated into effective technical solutions and services.</li> <li>• Shown to be able to work well both in a team and without direct supervision.</li> <li>• Oversee the IT component of MA site adds/moves/changes and expansions</li> <li>• Completed coordinated regular site visits to ensure proactive support is provided to all sites.</li> </ul>

<ul style="list-style-type: none"> <li>• Apply MA IT ITIL-aligned processes for Incident, Event, Change and Problem Management.</li> <li>• Preventative maintenance performed or escalated to the appropriate team for follow-up and site information kept up to date in the agreed upon forum. 100% of site visits including re-active visits should include a pro-active site visit.</li> <li>• Assist with the scoping, requirements gathering and design of projects that involve detailed knowledge of the infrastructure and systems.</li> <li>• Contribute to the development and implementation of IT processes and associated documentation in line with agreed upon standards.</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL-aligned processes for changes, incidents and problems are followed.</li> <li>• Ensure the technology environment is maintained to operate at optimal availability, performance, security and capacity to Coordinate regular site visits to ensure proactive support is provided to all sites.</li> <li>• Solutions are implemented and documented as agreed. Project activities are completed within agreed timeframes.</li> <li>• Processes and policies are followed, any new requirements for processes are documented and approved.</li> </ul>
<b>Key Result Area 3</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Provide weekly reports to the National Field Service Manager, detailing the activities, issues and successes achieved during that period. Reports are to be provided on time in the agreed format for the designated region.</li> <li>• Develop and maintain strong relationships with internal customers. Be the eyes, ears and mouth of IT in the region and maintain a healthy bi-directional communication flow including the provision of pro-active assistance to customers.</li> <li>• Develop and maintain strong relationships within the immediate team, across the wider team and with external vendors and suppliers to ensure delivery of service within agreed SLAs.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit Weekly reports to National Field Service Manager.</li> <li>• Demonstrate listening and understanding business feedback and requirements. Requests from internal stakeholders are managed collaboratively and meet SLAs.</li> <li>• Established vendors have agreed and published SLAs, and exceptions are highlighted to management where appropriate</li> </ul>



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## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Demonstrated effective interpersonal, oral and written communication skills particularly in documenting processes and work instructions, and interpreting client requirements
- Excellent customer service with strong customer focus.
- Experience in a remote assistance and on-site desktop support.
- Familiarity with service management frameworks.
- Self-motivated and able to work effectively either alone or in a team environment.
- Demonstrated ability to work under pressure, prioritise tasks, meet deadlines, pay attention to detail and maintain professionalism
- Experience working on project teams as a team member
- Demonstrated ability to support video conferencing technologies

- Working knowledge of Microsoft Windows (client and server); Microsoft Office suite, especially Office365; Active Directory; Mobile Device Management (MDM); Wired and Wireless Networking, especially SD-WAN; Saas, IaaS cloud-hosting, especially Microsoft Azure
- Printer Management experience (physical installation and configuration)
- Excellent time management and problem-solving skills with proven 2nd line technical support troubleshooting abilities
- Desirable:
  - ITIL Foundation certification
  - Experience in a similar role (3 years)
  - Formal qualifications or certification in any of the above technologies

### Key challenges of the role

- Varying workloads, with a mixture of operational, project and strategic work
- The wide geographical spread of sites in the region.

### Compliance checks required

Working with Children	<input type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

### Approval

Manager name

David Robinson

Approval date