POSITION DESCRIPTION

Position Title: ICT Technician

Position Purpose

Reporting to the ICT Team Leader, this customer service role is responsible for providing on-the-ground ICT support and assistance to Scope's workforce.

Scope is a disability service provider, and people are at the heart of everything we do. With over 350 locations, the purpose of this role is to carry out installations, rectify faults and perform routine maintenance to ensure our workforce has access the tools and systems required to support our customers.

As part of this role, you will liaise with external vendors who supply Infrastructure, Telecommunications, Print and other services, to ensure installations managed though to completion and faults are escalated as required.

Division:	ICT	**Reports to** **Direct Reports**:	ICT Team Leader None
Internal Relationships:	Scope Executive, all Scope staff	**External Relationships:**	Managed Services Provider, Telecommunications Providers, Other providers
Delegation of Authority:	Level 6	**Category:**	Non-management
Employment Contract:	Permanent	**Award:**	Non-award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	Scope will inspire and lead change to deliver best practice. We will: • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. We will deliver better outcomes.
Scope Approach	**SEE THE PERSON:** We listen to understand We see the potential We recognise how you do things and what you achieve We take personal responsibility We build excellent relationships with our customers We understand the balance between risks and rights **DO IT RIGHT:** We use systems and processes in our work We deliver quality outcomes safely and on time We understand risks and opportunities We are a financially sustainable organisation We own the consequences of our actions We take pride in the delivery of our Mission

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	DO IT TOGETHER: We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety	**DO IT BETTER:** We develop creative solutions We review and continually improve We understand what is working and what is not We seek and respond to feedback We build capacity in all that we do We are a leader in safety

Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	• Provide a high level of customer service to your customers – Scope's staff • Provide Level 1 phone, email and face to face technical support • Clearly communicate the status of incidents / requests with customers • Accurately document incidents and requests in ticketing system • Provide audio / visual support for meetings as required. • Procure and provision new equipment/assets, ie. desktops, laptops, and mobile devices • Co-ordinate and manage new installations with Service Providers • Identify problems, investigate causes and recommend solutions to correct • Support and assist research on emerging ICT products, protocols, and service standards to ensure new developments are identified and evaluated • Provide information and advice to Scope staff on security and best practices • Be an active member of cross-functional teams that support business systems activities • Provide assistance with major projects including testing, configuration and deployment and support • Perform other duties as required by your Manager.
People Leadership	• Work effectively to lead change, positively influences, and mobilises others to implement change by personally modelling the change • Champion a culture of continuous improvement within Scope and the Information & Systems team that supports Scope's organisational culture and change program. • Provide team leadership that supports a people management culture that is underpinned by EEO, human rights and builds employee resilience and inclusion. That also recognises its Duty of Care responsibilities towards their clients and employees.
Workplace Health & Safety	• Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all. • Responsible for working in a safe manner that complies with Scopes current workplace and safety policies

KEY SELECTION CRITERIA	
Qualifications & Knowledge/Experience	• Extensive & proven experience in a customer support role • Graduate qualification in a business / Information Technology oriented subject, or equivalent experience in ICT technical support • Proven experience in the support of major ICT implementation projects would be an advantage • Experience in ITIL framework would be an advantage
Technical Competencies	• Excellent communication skills • Ability to use initiative and think laterally to resolve issues • The ability to prioritise and work under pressure is essential. • Solid understanding of various computer networking, hardware, and software.

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Behavioural Competencies	- Professional conduct - Ability to work independently - Responsibility for own actions - Clear and open communication - Objectivity and transparency in accountability - Honesty and integrity - Cooperation and collaboration - Continuous learning - Self-motivation - Team building skills
Licenses & Accreditations	- NDIS Worker Screening Clearance (required for all roles) - Working with Children's check (required for all roles) - Must satisfy all visa requirements for working in Australia. - Drivers license (required for all roles where there is a requirement to travel to deliver services) - Current registration to practice in Australia where required.

Authorisation:

This Position Description has been reviewed and approved by the Group Manager ICT and is effective from the 04/05/2021

People & Culture Authorisation

Job Evaluation Completed: _____   Position Created: _____

Organisation Hierarchy Amended: _____