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POSITION DESCRIPTION

Title	Technical Support Engineer Barwon
Program/Department	Finance & Business Unit / IT Team
Position Number	12.48
Award	HASA
Classification	Admin 7
Term	Permanent Part Time – EFT 0.8
Position reports to	IT Coordinator

1. CONTEXT

MacKillop Family Services was formed in 1997 with the refounding of seven Victorian child welfare agencies of the Sisters of Mercy, Christian Brothers and Sisters of St Joseph.

We are one of the largest providers of specialist support services to vulnerable and disadvantaged children, young people and their families through five core areas of service:

- Supporting Families experiencing disadvantage and crisis;
- Supporting Families raising a child with a disability;
- Education and training services for children and young people;
- Services for children and young people who are not able to live at home; and
- Services for the former residents of our founding agencies.

Our services are clustered in eleven Programs which are in turn grouped into three Divisions. The three Divisions being Barwon Services, Community Programs and Alternate Care. Some 380 staff and 400 volunteers are involved each fortnight in our services across Melbourne and Geelong.

2. DESCRIPTION OF PROGRAM

MacKillop's diverse range of services are provided through three Divisions and eleven Programs. The I.T. Team services the I.T. needs of all Programs and Divisions across the organisation.

The MacKillop I.T. Team maintains a sophisticated network of computing equipment and user protocols. There is a high level of diversity amongst the I.T. staff which is needed to meet the variety of user experience. I.T. staff are also responsible for the smooth operations of all office equipment as well as maintaining our Internet and Intranet based services.

3. KEY FUNCTION

The role of Technical Support Engineer Barwon requires a special person who enjoys helping others to gain the maximum benefit from the I.T. Infrastructure. You will be supporting a range of desktop environments connecting to a variety of Microsoft Windows servers.

The role will also be involved in establishing and supporting a virtualised environment at the Barwon sites. Namely, the Barwon Regional Office, St Augustine's Education and Training and the Barwon residential Units.

The new Virtualisation process will include the deployment of Thin Client Work Stations interfacing with Blade Server and Blade PC Technology.

Strong problem solving skills and the ability to communicate effectively to non-technical people is a must.

4. POSITION OBJECTIVES

- To manage the support queue ensuring that requests are serviced in a fair and timely fashion.
- To maintain user accounts, email and security settings ensuring that users are able to perform their duties.
- To troubleshoot IT infrastructure issues in order to maintain high availability of all I.T. services.
- To contribute to the ongoing assessment and improvement of the I.T. service delivery model and practises.
- To positively contribute to the development of MacKillop Family Services.

5. MAJOR RESPONSIBILITIES/ACCOUNTABILITIES

5.1 I.T. support queue Management

The Technical Support Engineer Barwon shall:

- Monitor the I.T. support request queue daily ensuring jobs are prioritised appropriately and actioned in a timely fashion.
- Refer tasks that are outside the scope of the Technical Support Engineer Barwon to direct report for direction.
- Ensure that all support request activity conforms to MacKillop policy as described in the MacKillop Family Services Operations Manual. In addition, request further authorisation on matters of security where any uncertainty exists.
- Monitor support requests for trends in order to highlight any areas for improvement within the IT Team.

5.2 Account Management

The Technical Support Engineer Barwon shall:

- Manage system user account creation, deletion and maintenance in strict accordance with MacKillop Family Services policy.

- Contact users to assist with the first time use of the system. Assist users who are relocating from site to site with re-establishment of user profiles on new hardware.
- Assist users with system account alterations in accordance with MacKillop Family Services policy.

5.3 PC & Network Support

The Technical Support Engineer Barwon shall:

- Preventative hardware maintenance
- Antivirus software management
- Service pack and firmware maintenance
- Speed performance reliability monitoring

5.4 Development Contribution

The Technical Support Engineer Barwon shall:

- Maintain a high level of professionalism, confidentiality, discretion and caring attitude.
- Contribute in a positive manner to the ongoing assessment and improvement of the MacKillop Family Services I.T Services.
- Regularly attend IT Team meetings, quarterly admin meetings and other workgroup meetings as required.

6. PROFESSIONAL DEVELOPMENT

The Successful candidate will be required to complete mandatory training as set out in the MFS Training Calendar. This will include:

- Staff Induction/Orientation
- Emergency Fire Safety Training
- Privacy
- Bullying and harassment in the workplace
- Ongoing industry relevant training as deemed necessary

7. CONDITIONS OF APPOINTMENT

Conditions of employment will include the following:

- The successful applicant will be required to undergo 3 satisfactory referee checks to verify and confirm employment.
- Employment will be subject to a satisfactory police records check
- Must possess a current valid Working with Children Check Card

8. SELECTION CRITERIA

The successful applicant will have the following skills and demonstrable competencies:

Competency 1	Support for the mission and ethos of MacKillop Family Services.
Competency 2	Demonstrated ability to render technical assistance to non technical staff in an efficient, friendly non-technical way.
Competency 3	Microsoft Certified Professional or equivalent relevant I.T. experience.
Competency 4	Demonstrated ability to follow organisational policies and procedures that ensure resident and staff safety, including

	behaviour management, identifying risk factors and crisis intervention strategies.
Competency 5	Organisational and time management skills
Competency 6	Essential team work and conflict resolution skills, including mediation & negotiation.
Competency 7	Demonstrated ability to problem solve in a logical and systematic manner.
Competency 8	Demonstrate a commitment to complete MFS mandatory training as specified in the MFS Training Calendar
Competency 9	Possess and maintain a current valid Victorian Drivers Licence, and be able to drive MFS vehicles in the conduct of the position requirements, including the transportation of clients.

Authorised By General Manager:	
Date:	