

## ICT Support Coordinator

Ipswich Office

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Tel: (07) 3454 0500



Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

<b>ICT Support Coordinator</b>	
<b>Reports to</b>	Manager Corporate, Camp Hill
<b>Direct reports</b>	Nil
<b>Indirect reports</b>	Nil
<b>Hours of employment</b>	38 hours per week contracted to 30 June 2020
<b>Salary Award Level</b>	Level CSW 5.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012, \$77,073.17 per annum

### 1. Purpose of the Position

The ICT Coordinator role will support all Carers Queensland Sites to:

- Institute protocols for the use of IT across all sites and projects
- Provide technical support for systems and networks to optimise efficiency
- Act as a link between end users and IT service provider/s
- Coordinate installation and configuration of hardware (printers, computers, monitors and telephones)
- Assist in monitoring system and network performance
- Coordinate on site trouble shooting, repairs and data restoration
- Maintain equipment registers
- Collaborate with other professionals to maintain standards and functionality

### 2. Main Activities

#### **Institute protocols for the use of IT across all sites and projects**

- Draft protocols in line with best practice and management requirements.

#### **Provide technical support for systems and networks to optimise efficiency**

- Plan, coordinate and deliver IT support across all sites to increase individual skill in using hardware and software required to do their job.
- Evaluate IT training needs of staff.
- Assist with the systems administration function of software applications.

#### **Act as link between end users and IT Service Provider**

- Develop the most effective referral model for staff to get the information and assistance they require to solve their IT issues.
- Proactively address reoccurring concerns to minimise future problems.

### **Coordinate Installation and configuration of hardware (printers, computers, monitors and telephones)**

- Work with suppliers and staff to ensure prompt installation, effective use and prompt removal of old hardware.
- Ensure all new staff have the required hardware and software to do their jobs as requested by Management prior to commencing work.
- Work with suppliers to ensure Carers Queensland has hardware fit for purpose within budgetary constraints.

### **Assist in monitoring system and network performance**

- From an end user perspective monitor effectiveness of systems, network performance, and provide strategic feedback to our IT service provider to ensure continuous improvement.

### **Coordinate on site trouble shooting, repairs and data restoration**

- Be a first point of contact for staff who are having difficulty with hardware, software or phones.
- Speak to service providers on staff's behalf where the problem affects more than one staff member.

### **Maintain equipment registers**

- Coordinate all records related to computer hardware and software, printers and photocopiers, portable devices and phones.
- Coordinate the scheduling of servicing, upgrades and replacement in line with Managers requirements.

### **Collaborate with other professionals to maintain standards and functionality**

- Keep up to date with technical information required for the position.
- Share knowledge in a constructive way that enhances understanding of our systems and practices amongst Managers and Staff.

### **3. Performance targets**

Performance targets will be determined by the Manager Corporate in consideration of the following:

- Agreed parameters in line with Carers Queensland's IT Service Provider
- Consistency with Carers Queensland Strategic Plan and the Operational Plan

### **4. Grading level**

CSW 5.1 of the 'Transitional Pay Equity Order' (TPEO) dated 1/12/2012