Position Profile

Position:	**IT Support Officer**
Team:	IT
Reporting manager:	IT Services Manager
Industrial instrument:	Non award
Position number:	101362
ANZSCO code:	3131
AON code:	Aon.ITC.45068.1
Approval status:	Approved
Date reviewed:	July 2025

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focussed, and customer-driven.

Values: We are passionate about people, about being positive, and about what's possible.

Position purpose

As part of a team of IT professionals, assist in the maintenance and delivery of Aspect's Information Technology operations, and the delivery of Information Technology solutions that help Aspect achieve strategic plan objectives.

This is a critical role within the Information Technology team and is primarily focussed on:

- Providing 1st and 2nd level helpdesk support to Aspect staff in a timely manner.
- Participating in the delivery of a wide range of projects.
- Provisioning and configuring new equipment.

Key accountabilities

1st/2nd Level Support

- Monitor, manage and maintain the Service-desk system
- Resolve hardware, software and network issues
- Troubleshoot and resolve issues related to Microsoft 365
- Image and configure hardware
- Carry out on and off site support
- Create end user training resources
- Escalate complex issues when necessary

Network Administration

- Provision new users (on-boarding)
- Action cessation notices (off-boarding)
- Create & manage System documentation
- Manage network access security

Technical Expertise

- Demonstrate knowledge and understanding of desktop and server operating systems
- Maintain a range of network devices
- Troubleshoot and resolve or escalate network/server issues
- Maintain knowledge and keep abreast of new technologies

Projects

- Participation in a range of projects (server upgrades, network upgrades, new sites etc.) that form part of the IT Business Plan
- Maintain project documentation
- Assist in the development and delivery of training to support projects

Communications

- Promote Strategic and Business Plan objectives.
- Assist in preparing communications to user population.
- Participate in IT related focus groups/committees.
- Take opportunities to educate and train staff and increase capability.

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

Essential requirements

- Higher School Certificate (Equivalent or Higher)
- Industry Based Certifications (MCP, MCSE, A+, Security+ etc.)
- Driver's Licence
- 1+ years' experience supporting users in an enterprise environment
- Strong Communication skills
- High Level of Customer Service skills
- Experience with Office 365
- Experience with Microsoft Windows server networks
- Experience with Server and/or Desktop virtualisation technologies
- Knowledge of TCP/IP and network troubleshooting
- National Police Check (NPC) appropriately cleared
- Working with Children Check for paid employment (NSW)

Functional capacity requirements

Frequency refers to an approximate percentage of time in a typical shift or period on duty:
Rarely: Up to 7% Occasionally: 8% to 33% Often: 34% to 66% Continuously: More than 66%

Requirement	Frequency
Resilience to time pressure/workload	Often
Sitting	Continuously
Standing, walking	Occasionally
Pulling, pushing, lifting <5kg, reaching, carrying	Rarely
Fine motor skills – keyboarding, writing	Continuously