

**ROYAL SOCIETY FOR THE BLIND**

**POSITION DESCRIPTION**

**TITLE: ICT Support Officer**

**DIVISION: INFORMATION AND COMMUNICATIONS TECHNOLOGY**

### APPROVED BY: ICT Service Delivery Manager 9/04/2021

## RESPONSIBILITIES

The Information and Communication Technology (ICT) Support Officer will be responsible for the provision of services in the area of business applications and development as well as the provision of technical advice and support to RSB staff.

The position reports to the ICT Service Delivery Manager.

**PRINCIPAL ACCOUNTABILITIES**

* Provide First Level Support for RSB’s IT Help Desk process and ensure priorities are effectively completed.
* Ensure the availability, integrity, and accessibility of IT systems.

**DUTIES**

* Facilitate the day-to-day operations of all ICT infrastructure, voice, and data networks.
* Assist with the development of IT future planning to grow and expand with the needs of the organisation.
* Assist with the development and implementation multimedia activities (including, RSB websites YouTube, Facebook etc.).
* Provide activity reports to the ICT Service Delivery Manager as and when required.
* Maintain and update hardware and software systems.
* Assist in the implementation of new systems and provide appropriate training and support to users.
* Assist RSB’s Adaptive Technology Centre with identification, installation and use of new Assistive Technologies.
* Adhere to the RSB’s policies and procedures.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), RSB Code of Conduct, Workplace Health & Safety, Complaint Handling and Dispute Resolution.
* Ensure a sound knowledge of RSB quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Standards for Disability Services and any other relevant service standards and legislation as appropriate.
* Undertake your duties and responsibilities in a safe and proper manner that observes RSB’s policies, procedures and operating practices including WHS and ensure that you do not expose yourself or others to any risk of injury.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of the RSB and the Privacy Act when accessing client details.
* Undertake other duties as required by the ICT Service Delivery Manager.

#### PERSON SPECIFICATION

###### **Essential Criteria.**

* Broad knowledge in the use and support of a wide range of software and hardware technologies.
* Knowledge of network and applications technologies from a support and implementation perspective, including Windows Server, MS Exchange/Outlook, MS SQL Server, MS Teams, MS Office, VM Ware and other relevant technologies.
* Knowledge of websites and multi-media applications such as web development programs, content Management systems, desktop publishing, image manipulation, video editing, DVD authoring, information management programs and other related software.
* Content management systems such as WordPress, Joomla, and Pegboard
* Knowledge of the principles, procedures, and tools of data management.
* Good organisational skills, including the ability to prioritise work and meet deadlines.
* Good interpersonal skills and the ability to communicate effectively with individuals at all levels.
* Problem solving and planning Skills.
* Initiative and motivation.
* A continuous improvement ethic
* A current Driver’s License.

**Desirable Criteria.**

* A qualification in Information Technology, Computer Science, or other relevant discipline
* Technical skills and/or experience in social media
* An understanding of accessibility standards and issues relating to people who are blind, and vision impaired in the use of current technology and media.

**KEY PERFORMANCE INDICATORS:**

* IT Helpdesk management
* IT User Satisfaction
* Conformance with Quality Assurance Standards

**SPECIAL CONDITIONS**

* Occasional weekend or after-hours work will be required.

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager or Coordinator's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager or Coordinator's Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_**