

## Position description

<b>Title:</b>	IT Support Specialist
<b>Branch:</b>	Business Services - Information Technology
<b>Status:</b>	Full Time (Negotiable)
<b>Location:</b>	Emerald (Travel to other sites required)
<b>Reports to:</b>	IT Manager
<b>Direct Reports:</b>	Nil
<b>Hours/Days of Work:</b>	37 hours per week, Monday to Friday – some weekend and after hours maybe necessary depending on the tasks required
<b>Requirements</b>	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

### Job Purpose

This position involves providing responsive, helpful, prompt and proactive assistance to all stakeholders who require help and assistance in relation to information technology and communications issues. This role is the first point of call for managing, prioritising, monitoring and addressing information technology queries in addition to involvement in systems administration and support of specific IT projects.

### Key Duties & Responsibilities

- Respond to requests for technical assistance in person, via phone and electronically
- Deliver quality technical support and track/log all requests, reporting follow-up and close out of issues
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise user on appropriate action
- Administer user accounts across a range of systems and keeping current with staff movements
- Develop and maintain IT systems end-user support documentation as directed
- Administer the asset register
- Follow standard help desk procedures
- Administer help desk software
- Redirect problems to appropriate resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare activity reports
- Remain current with system information, changes and updates
- Assist with IT projects within the organisation
- Assist with system administration tasks.
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Will actively participate in continuous improvement – learning and development programs and performance management programs



- Maintain behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

**Key Competencies**

- Good verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Strong organisational skills, with ability to prioritise and follow-through
- High standard computer skills including Microsoft Windows 7/10, Office 365, Android and Apple mobile devices
- Ability to troubleshoot and research complex hardware and software problems.
- Basic understanding of networking
- Focus on service excellence, exceeding internal and external customer expectations

**Qualifications & Experience Required**

- Desirable - Certificate in Communications/Information Technology or equivalent
- Experience working in a service desk environment and/or desktop support area delivering IT support services for clients in a Windows environment and cloud services
- Demonstrated expertise and experience in providing support to Microsoft Software
- A demonstrated passion for IT and initiative to improve IT services by keeping abreast of current and emerging technologies
- An understanding of Puffing Billy’s history and current business desirable.
- Current Victorian driver’s license

**Key Relationships**

- PBR staff, volunteers and visitors
- External stakeholders and contractors

**Health & Safety**

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

<b>Frequent (occurs 1/3-2/3 of time)</b>	<b>Constant (occurs 2/3+ of time)</b>
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<ul style="list-style-type: none"> <li>• Manual handling task (0 – 15kg)</li> <li>• Gripping, holding, clasping with fingers/hands</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. stacking, reaching, typing and sorting</li> <li>• Walking on uneven surfaces</li> <li>• Sitting at workstation</li> <li>• Responsibility for the safety of others</li> </ul>
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**Additional Notes**

- Some weekends and public holiday work may be required by arrangement
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, annual leave during school holidays is not always an option
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

**Acknowledgment**

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee Name: \_\_\_\_\_  
 Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approved By:	Matt Williams	Date:	August 2021
Last Updated By:	Elizabeth Oxworth	Date:	August 2021



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.  
**Our Children, Our Focus, Our Future, Speak Up!**