

Position: Information Technology Assistant

NPYWC Program: Directorate

Employment Details: Full-time, Fixed Term (12 months) with possibility of extending

Location: Alice Springs

Base Salary: \$61,280.21 - \$72,842.91 (based on experience) with additional benefits

What we do:

We are an Anangu-led organisation, governed by women's law, authority and culture. We deliver health, social and cultural services for all Anangu.

Our Values:

We believe in the strength of Anangu people, culture, and the collective agency of women. We are dedicated to delivering more and better choices for our communities. We are committed to Malparara way – a cross cultural practice framework specific to NPYWC that respects the contribution Anangu and non-Indigenous people, working alongside each other, bring to the organisation

We are a trauma-informed organisation and this guides our work.

Your Team:

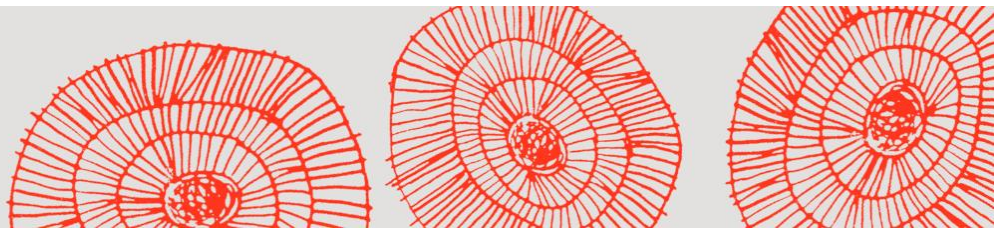
The Directorate Team ensures the voices of Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) women of the NPY region in central Australia are heard and strategic understanding executed. The Directorate Team leads the executive management responsibilities of the organisation working in close consultation with elected Directors of NPY Women's Council.

Your Role:

The IT Assistant is the first point of contact for IT support calls and queries. The role is responsible for day-to-day IT helpdesk support and administration tasks, as well as triaging and escalating complex IT support tasks. In addition, the role will provide assistance to senior IT staff in a variety of IT matters.

Your Responsibilities:

- Provide excellent customer service to colleagues and other stakeholders
- Act as the first point of contact for IT support calls
- Triage and escalate unresolved and complex IT issues as required to appropriate IT team members
- Assist with helpdesk functions



- Perform account resets
- Troubleshoot and resolve basic computer hardware, software, network, and Internet issues
- Create, configure, update, and delete network user accounts
- Perform IT administration including ordering IT office supplies and creating purchase orders for IT purchasing
- Assist with sourcing and acquiring IT hardware, and sending and receiving IT goods
- Assist with IT assets and the maintenance of the asset register
- Assist with patching of servers and workstations
- Create and/or maintain documentation of procedures, issues, and resolutions
- Perform other reasonable duties as required.

Skills and Experience:

- Experience in any of the following areas is beneficial:
 - Helpdesk support
 - Microsoft Windows Server and Workstation
 - Microsoft Office Suite
 - Backup systems
 - Security and firewalls
 - Networking and wireless connectivity
 - Troubleshooting for a range of electronic devices
- 2 years' experience in a similar role is desirable
- Investigation and problem-solving skills and the ability to research potential solutions
- Excellent customer service skills including the ability to hone in on an issue and the flexibility to adjust responses to suit the situation
- The ability to self-direct learning and stay up-to-date with relevant IT changes
- An ability and willingness to work co-operatively in a small team.

Qualifications:

Required:

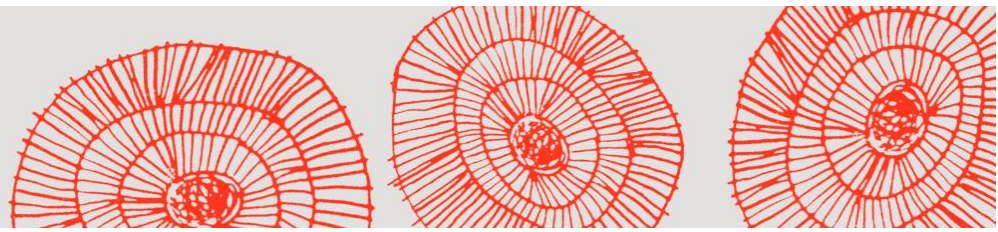
- Completed year 12 school

Desirable:

- Formal IT qualification

Remuneration:

- Base Salary: \$61,280.21 - \$72,842.91 (based on experience)
- Plus 10.5% Superannuation
- 5 weeks' Annual Leave with 17.5% leave loading
- Generous Additional Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus



Employment Conditions:

- Work in a manner consistent with NPYWC Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPYWC policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPYWC.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require some remote based and travelling staff to have a current Australian driver's licence.
- We require some remote based and travelling staff to be able to operate a manual 4WD vehicle or have a willingness to undertake training.
- All employees are required to have a First Aid certificate or have a willingness to undertake First Aid training.
- A good level of health and fitness that matches the requirements of the role is required. If necessary NPYWC may require an employee to undergo a pre-employment medical assessment.

We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.

All information will be held in the strictest of confidence.

To find out more about this position, please contact Grant Anderson, Senior IT Officer on 08 8958 2332 visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.

ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date