

Position description

Position title: IT Support Officer

Date of last revision: November 2015

1 Purpose

Reporting to the Systems Administrator, the IT Support Officer will be responsible for the daily support and helpdesk for all Information Technology Systems across NSW & ACT.

The primary function of this role includes the daily routine support of all IT resources within the company to ensure seamless operations. The role requires a high degree of hands on Information Technology experience combined with phone and remote desktop support.

He/she must have the ability to manage multiple competing tasks and ensure that they are available to support education activities at all times they occur. This may involve some travel, or out of hours work and requires a high degree of knowledge of Microsoft platform servers and systems, knowledge of video conferencing and networking and ITIL service principles.

2 Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply;

- 2.1 Provide IT Helpdesk and Support function across NSW & ACT for GP Synergy
 - a) providing IT Support to ensure availability of resources to address help and support concerns of staff within GP Synergy
 - b) demonstrating a working knowledge of ITIL support and change principles and the ability to maintain a customer focus working remotely across various sites.

2.2 Assist in the management of IT infrastructure, software and services

- a) the ability to manage Microsoft based servers and users, MCP is highly desirable
- b) knowledge of basic networking including hubs, switches, routers, LAN and WAN communication
- c) ability to support various other IT platforms including telephony & video conferencing
- d) strong knowledge of windows desktop and desktop applications including Microsoft Office
- e) knowledge of IT Hardware, Standard Operating Environments (SOE) and system peripherals such as printers and USB devices is essential
- f) manage user accounts, network file systems and other IT resources as required by the business.

2.3 Support the Information Systems of GP Synergy

- a) providing support to staff using the Corporate Information System platform (GPRime)
- b) providing advice and assistance with the troubleshooting of issues in GPRime to ensure high levels of customer satisfaction with all IT resources
- c) providing a front line helpdesk to the staff of GP Synergy in use of the GPRime system
- d) providing a second level of support to staff for escalating issues experienced by GP Synergy's trainee's, supervisors and practices in using GPRime.



3 Task specification

TASK NAME	% TOTAL WORK
Provide IT Helpdesk and Support function across NSW & ACT for GP Synergy	50%
Assist in the management of IT infrastructure, software and services	30%
Support the Information Systems of GP Synergy	20%
TOTAL	100%



4 Distinguishing factors and competencies

4.1 Skills and other attributes

AREA	DESCRIPTION	COMPETENCY LEVEL REQUIRED
SKILLS		
Computing	High level office computing skills including MS Office applications: <ul style="list-style-type: none"> • Word processing • MS Excel • MS Outlook • MS PowerPoint • Adobe • Database • Web browsing • Data management • Website and Systems management 	High High High High High Very high Very high Very high Very high
Communication	Written and verbal communication skills	High
	Interpersonal skills	High
Customer service	External customer service skills	High
	Internal customer service skills	High
Coordination	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	Very high
	Document and electronic filing systems	High
	Project management	High
Analytical	Synthesises complex or diverse information	Very high
ATTITUDE AND RECOMMENDED CHARACTERISTICS		
Attitude and	Propensity towards internal and external customer service	Very high

recommended characteristics	Propensity towards being organised	Very high
	Works well in a team environment	Very high
	Propensity towards multidisciplinary task role and is flexible	Very high
	Keeps focussed and organised under 'reasonable' pressure	High
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
Takes pride in presentation, quality and efficiency of work	Very high	

COMPLEXITY

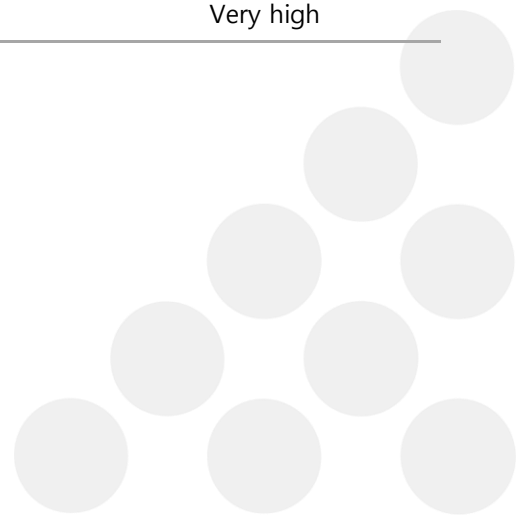
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	Very high
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Medium
	Ability to cope with competing priorities and resources	Very high

SUPERVISION

Supervision	Requires the ability to be self-directed and work in a team setting	High
	Has the ability to work unsupervised	High

SAFETY

Safety	Observes safety and security procedures	Very high
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4.2 Knowledge

Requires knowledge of Microsoft Windows Networking, basic network infrastructure, ITIL support methodologies and support techniques.

Knowledge of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- occasional travel.

4.4 Physical demands

Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Medical educators
- Senior staff
- General staff
- Registrars, supervisors and practice staff
- External and internal clients and suppliers including external users of the premises
- Other industry stakeholders.

4.6 Scope of authority

- Reports directly to the Systems Administrator under the matrix reporting structure.

4.7 Hours of work and rest breaks



Due to the nature of the role and operational requirements it is essential that core business hours are worked. The requirements of the position description together with the operational requirements must be observed when determining specific hours of work and breaks.

5 Qualifications

5.1 Education

- Tertiary qualifications or experience in Information Technology
- MCP qualifications, training or extensive experience in supporting this environment
- Exposure to ITIL support environments.

5.2 Experience

- Requires relevant and current experience in education and/or training environment.

5.3 Other qualifications/licences

- Unrestricted motor vehicle licence (essential with own transport)

6 Document Information

6.1 Source Documents and Cross References

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

REVIEWER	DATE	COMMENTS
DA	November 2015	Developed