



## POSITION DESCRIPTION

Revision Date: **August 2020**

Revised by: **Mark Brown**

<b>Position Title:</b>	<b>ICT AND APP TECHNICIAN</b>
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<b>Incumbent:</b>	
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<b>Program/Dept:</b>	Corporate Team	<b>Reports to:</b>	ICT Manager
<b>Functional Budget</b>	n/a	<b>Direct Reports:</b>	Nil
<b>Location/s:</b>	VIS		
<b>Employment Status:</b>	Full time		

Primary Purpose of Position
<p>The primary objective is to be the first point of contact, for providing technical support to staff at the Victorian Institute of Sport for hardware, software and network related issues.</p> <p>Main responsibilities include maintaining and updating hardware and software in line with operational standards, assisting with network and server related issues, ensuring system access and security is maintained, resolving security protection alerts, supporting telephone and video conferencing, updating staff lists and directories and developing and maintaining in house applications to support changes in business and new opportunities.</p>

Responsibilities and Measures	
Task	Measures and Outcomes
1. Provide proactive and timely 1 <sup>st</sup> and 2 <sup>nd</sup> level support for hardware, software and network related issues.	Responding in a timely manner to service issues and requests, escalating issues needing further support and providing end to end ownership of tasks.
2. Utilise the help desk system to track and document all tasks undertaken.	All issues to be entered in to the help desk system, and the system is kept up to date with lessons learnt from issues.
3. Ensure operating systems and applications are maintained and updated.	All applications are reliable and usable and updated in line with standard operating procedures.
4. Ensure integrity and suitability of user ICT hardware, including providing advice on purchasing new equipment and systems.	All user hardware is reliable and suitable for departmental requirements.
5. Support and administer access to the VIS Office365 platform	Support access to data and applications for VIS staff using Office365 applications including OneDrive, SharePoint and Exchange.
6. Monitor and maintain systems access and security.	Access enabled and removed in line with the VIS induction system.
7. Resolve security protection alerts	Manage issues and alerts raised from Sophos Anti-Virus portal for server and endpoint devices.

8. Identify and resolve problems to the server, network and telephone software operating systems and infrastructure.	Ensure support is provided for the VIS domain and critical operational applications.
9. Support business development through creation of in house applications and databases.	Staff are supported and guided through the development process, identifying current issues and areas for improvement.
10. Maintain register of VIS ICT equipment.	Register is accurate and up to date.
11. Develop and contribute to client procedure manuals.	Client procedure manuals are up to date & accurate.
12. Assist ICT induction and ongoing staff training as directed.	All new staff and trainees are aware of ICT procedures and policies.
13. Setup ICT and conference equipment for meetings and functions.	Equipment is setup in accordance with user request.
14. Perform system administrator duties as directed by the ICT Manager.	Issues dealt with or escalated as required.

#### General Performance Indicators

<p>Service requests completed in a timely manner, escalates service requests that need further support.</p> <p>ICT systems are stable and there is minimal downtime.</p> <p>Client operating systems and applications function with reliability and integrity.</p>
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#### Relationships

With	Purpose
ICT Manager	Receive strategic and operational direction. Reporting task progression.
VIS staff, coaches, consultants, athletes and external contacts	Provision of technical services

#### Core Competencies\* & Personal Qualities

Competencies			Qualities
Communication	Teamwork	Time Management	Good understanding of client needs
Problem Solving	Accountability	Initiative	Commitment to technical expertise
Job skill / knowledge	Flexibility	Attention to Detail	Service delivery oriented

\* See 'Job Description – Core Competencies' table for description of individual competencies above that related to this role.

#### Qualifications

##### Essential

Certificate IV in Information Technology (or equivalent)
Completion of ICT courses in specific applications for Python & SQL programming.

##### Desirable

Progress towards further professional IT studies and accreditations such as Microsoft Certifications.
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#### Experience and Skills

##### Essential

Previous experience of at least 12 months in a similar role
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Experience with Microsoft Operating systems, Microsoft Office Applications and MAC Operating Systems (MAC OS ,Parallels)
Knowledge and experience managing network infrastructure (routers, switches, firewalls, NAS storage devices)
Knowledge and experience managing Office365 domain MS Windows Server Operating Systems
Knowledge and experience of managing applications using Python (Flask, Pandas) , Microsoft Graph and SQL databases
Ability to troubleshoot computer hardware & software
A high level of communication and interpersonal skills (written, verbal & presentation) along with the ability to effectively interact with staff
Ability to respond to all issues in a timely fashion
Demonstrated proactive attitude to identifying and dealing with problems and risks
Innovation and initiative in response to client enquiries
Strong customer service focus
<b>Desirable</b>
Possess an understanding of the needs of elite athletes and high performance coaches
Knowledge of sport related technology (e.g. Heart rate monitors, GPS tracking)
Knowledge of sport related software (e.g. SportsCode)
Knowledge of Information Security standards and practices.

**Employee's signature:** ..... **Date:** .....

**Manager's signature:** ..... **Date:** .....

**Review period:** ..... Annually .....

**Next review date:** .....



## ICT SUPPORT AND APP DEVELOPMENT

### JOB DESCRIPTION - CORE COMPETENCIES

No	Competence	Description
1	<b>Communication</b>	Extremely efficient in the clear expression of both written and verbal communication; always able to structure ideas in an articulate manner and adapt the message to the audience; ensures that the message is understood
2	<b>Team Work</b>	Displays a willingness to work with others towards a common goal; highly motivated to achieve the objectives of the team; builds team spirit and motivates the team
3	<b>Time Management</b>	Extremely good at prioritising time and resources in maximising effectiveness; constantly looking for indications that resources and time are not being used to best advantage; deadlines are always met
4	<b>Problem Solving</b>	Always able to identify and solve problems in a timely manner; continuously evaluates alternatives to achieve solutions; recognises, tracks and reports problems; serves as a project leader for problem solving
5	<b>Accountability</b>	Always takes personal responsibility for the results of their individual and/or team's performance; sets superior standards of performance for self and others to ensure the fulfilment of targets
6	<b>Initiative</b>	Enthusiastic and energetic self-starter; seeks greater responsibilities; originates actions rather than responding to events
7	<b>Job Skill/ Knowledge</b>	Always displays a complete and extremely high level of knowledge and skills specific to all areas of responsibility and tasks of their position