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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Information Technology (IT) Officer
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award or relevant classification under the Social, Community, Home Care and Disability Services Industry Award [MA000100] (depending on organisational structure).
POSITION STATUS:	Full-time or Part-time
DIRECTLY RESPONSIBLE TO:	DCEO / Corporate Services Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The IT Officer is responsible for the maintenance, security, and performance of all information technology systems, networks, and digital infrastructure across the organisation. This includes providing day-to-day technical support, ensuring data integrity and cyber safety, and managing hardware, software, and user accounts. The role supports staff in the effective use of technology and contributes to a secure, efficient, and culturally appropriate digital working environment.
MINIMUM SKILLS REQUIRED:	Relevant qualifications in Information Technology, Computer Science, or related field

POSITION SUMMARY

The IT Officer plays a key role in supporting the organisation's digital capacity and technology systems. The role involves ensuring all hardware, software, cloud systems, and telecommunications services operate reliably and securely. The IT Officer provides timely support to staff, maintains internal systems, liaises with IT vendors and service providers, and ensures compliance with privacy, security, and operational standards. This role contributes to maintaining a modern and secure digital environment that supports the delivery of culturally safe health and community services.

RESPONSIBILITIES

System and Network Administration

- Maintain internal servers, computer systems, Wi-Fi networks, and mobile devices across all service sites.
- Monitor system performance and proactively resolve technical issues.
- Administer user accounts, permissions, backups, and file management systems.
- Ensure secure internet connectivity, printer and phone system functionality.

IT Support and Troubleshooting

- Provide first-level support to staff for hardware, software, and network issues.
- Log, track, and resolve IT helpdesk requests in a timely manner.
- Support setup of new devices, workstations, phones, and user profiles.
- Provide induction and training for staff in IT systems and processes.

Cyber Security and Data Protection

- Implement and monitor systems for virus protection, data encryption, and cyber safety.
- Ensure data privacy and security measures comply with legal and funding obligations.
- Regularly back up critical organisational data and test restoration procedures.
- Manage access controls and alert systems for suspicious activity.

Software and Systems Management

- Support the use of clinical software, financial systems, Microsoft 365, cloud services, and other business applications.
- Liaise with vendors, consultants, and support partners to resolve technical issues.
- Maintain software licences, updates, and documentation for all systems.
- Assist with procurement, setup, and retirement of IT assets and software solutions.

Infrastructure Planning and Innovation

- Contribute to the development of IT strategies aligned with organisational goals.
- Identify and recommend improvements to digital systems and infrastructure.

- Support upgrades, relocations, and expansions of IT systems and connectivity.
- Ensure infrastructure supports cultural safety, service delivery, and staff wellbeing.

MEETINGS

- Attend operational and team meetings as required.
- Provide IT updates and contribute to planning discussions for infrastructure and service delivery.
- Liaise with external IT providers and participate in vendor meetings as needed.

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Helpdesk Support	90% of IT support tickets resolved within 2 business days
System Uptime & Performance	99% uptime across core digital systems and infrastructure
Cyber Security	Regular security audits conducted; 100% of staff receive basic cyber safety training
Backup & Data Protection	Critical systems backed up daily with monthly restoration tests documented Annual review of backup & data protection policy

PROFESSIONAL DEVELOPMENT

- Undertake ongoing training in new technologies, cybersecurity, and cloud systems.
- Stay informed of trends in IT relevant to Aboriginal health and community service delivery.

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated experience in IT support, network administration, and system management.
- Strong knowledge of Microsoft 365, Windows operating systems, cloud storage, and cybersecurity principles.
- Ability to support multiple devices and users across geographically dispersed sites.
- Excellent problem-solving and troubleshooting skills.
- Cultural awareness and the ability to communicate IT concepts clearly to non-technical staff.
- Strong organisational, documentation, and time management abilities.
- Experience with clinical or health service systems (e.g. Communicare, Medical Director, Best Practice) is an advantage.

MANDATORY REQUIREMENTS

- Relevant qualifications in Information Technology, Computer Science, or related field, or demonstrated experience in a similar IT role
 - Demonstrated understanding of and commitment to the values and vision of Aboriginal Community Controlled Organisations.
 - Current CPR Certificate
 - National Police Check
 - Working With Children Check
 - Current Driver's Licence
 - Compliance with all organisational policies and procedures
 - Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____