Position Description

IT Support Officer

Location:	National Office - Melbourne
Department:	Information Technology (IT)
Level:	HS3
Employment Type:	Full Time, Maximum Term
Approved By:	Jason Trethowan
Date Approved:	January 2018
Agreed By:	
Date Agreed:	

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

Headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At **headspace**, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all **headspace** employees are expected to undertake their work in accordance with the **headspace** values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

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Commercial in Confidence
headspace National Youth Mental Health Foundation Ltd.

4. POSITION SUMMARY

The **headspace** IT Support Officer is primarily responsible for working with and supporting all departments of the **headspace** National and **headspace** Services Ltd to ensure that all IT administrative and support tasks and functions are carried out in accordance with the organisation's operational plan. Furthermore, the IT Support Officer will provide support to all **headspace** centres for **headspace** National Office led IT initiatives.

5. POSITION CONTEXT

The role sits within the IT team and is directly accountable to the IT Operations Manager. The IT team is responsible for all ICT administrative and operational functions including, but not limited to, the management of information technology systems, equipment and operational processes.

6. KEY RESPONSIBILITIES/OUTCOMES

IT Support
- Provide first and mid-level IT support.
- Troubleshooting IT software & hardware issues.
- Coordinating the IT HelpDesk Log.
- Assist in investigating and reporting on new IT software's fit within the organisation.
- Assist in the creation of forms and other online processes.
- Provide IT training and Project support (eg. coordination of meetings, agendas, minutes, communications and basic business analyst skills).
- Assist in maintaining the IT Asset Register.
- Assist in project tasks.
- Coordinating IT software and hardware purchases.
- Manage IT billing & payment processes.
- After hours IT support (roster).
- Management of **headspace** owned Mobile Phones, Data cards and Landlines, required billing and usage monitoring.
- IT setup for new staff members.
- Management of internal security software.
- Other duties consistent with the position where required and/or requested by the IT Operations Manager

7. KEY SELECTION CRITERIA

The following criteria must be met for consideration for this position:

7.1 Essential

- A combination of relevant experience or education/training in a corporate IT support position including in first level IT Support and IT systems
- Effective written and verbal communication skills including a pleasant phone manner and experience in dealing with difficult phone calls where empathy and discretion is required
- Advanced computer skills, including the ability to use Microsoft Office, Word processing and formatting, email and web based applications.
- Ability to work both independently but also within a collaborative team environment.
- Well-developed interpersonal skills with the ability to work productively with a broad range of people from a variety of backgrounds and experiences and the ability to display exceptional personal presentation and a professional manner
- Exceptional time management, organisational and administrative skills.
- Well-developed ability to multi-task and problem solve in order to achieve outcomes within agreed timeframes and under time pressures.
- Proven ability to work confidentially and productively with a high level of tact and diplomacy.

7.2 Desirable

- Basic accounting and budgeting skills.
- Understanding of LAN environments & VoIP
- Knowledge in SharePoint and other online information systems.
- Basic business analyst skills.

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times