

## Employment

# Position Description

<b>Position:</b>	IT Support Technician
<b>Award:</b>	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	Formal qualifications in Information, Communications Technology (ICT) (desirable), and several years' experience in technical support, customer service or equivalent field (essential).

### Position Objective(s)

The Support Technician will provide frontline technical support and timely resolution of incidents and other customer service requests. As a member of the Service Delivery team, this role requires proactive team work with our third party consulting team and a commitment to working to Lyndoch's values.

### Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

### The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

#### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

#### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

#### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

#### **Yes Culture**

We always start with 'yes' in every deliberation.

#### **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

#### **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

## **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

## **Social Purpose**

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

## **Safety**

We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

## **Key Responsibilities and Duties**

### **Technical Support**

- Carry out frontline technical support
- Incident resolution and/or escalation
- Create and maintain technical documentation
- Change Management
- Problem Management
  - Assist in Root Cause Analysis and reports (internal / external)
  - Assist to reduce incident rates through problem identification and remediation

### **Ticket Management**

- Ensure all tickets are logged accurately in the ticket management system
- Timely resolution of tickets, taking ownership and accountability as directed
- Ensure compliance to Service Level Agreements (SLA) and Instrument of Delegation
- Proactive management of ticket scheduling
- Accurate & timely recording of time against tickets
- Adhere to supporting policies and procedures of ticket lifecycle including problem, change and risk management
- Multitasking and time management to ensure efficient work practices
- Escalate or refer tickets outside your ability to resolve

### **Service**

- Work with the customer front of mind and always strive for improved customer experience and appreciation
- Provide continual updates to customers for active incidents
- Conduct service in a professional manner with stakeholders at all times

### **Administrative**

- Maintain technical documentation, process and diagrams of relevant configuration items;
- Maintain and update accurate records of incidents, service requests and request for change;
- Document and log security risks in corporate risk registers for regular review;

### **Teamwork**

- Provide Helpdesk support by providing guidance and leadership when logging and/or resolving any IT issues;
- Ability to work well within a team while fostering relationships and partnerships;

## Documentation, Planning & Policy Development

- Assisting in the investigation, design and implementation of policies, procedures and tools;

## Key Performance Indicators

- Customer Appreciation (measured stakeholder surveys)
- SLA Response: # Tickets per month
- Adherence and internal promotion of organisational culture
- Reliable and consistent contribution to team goals
- Annual review with third party IT consultant

## Organisational Relationships

<b>Reports to:</b>	ICT Manager
<b>Receives Direction:</b>	Third Party Consultant - Maxsum
<b>Supervises:</b>	Nil
<b>Internal Contacts:</b>	IT Technical Team, all Lyndoch staff, consumers, clients and families
<b>External Contacts:</b>	Members of the Public, Consultants, Contractors and Suppliers

## Specialist Knowledge and Skills

The following knowledge and skills are required:

### Mandatory experience for this role

- Minimum 1-2 years in a customer service role
- Minimum 1 year in a technical support role
- Formal qualification in ICT (Desirable)

### Essential Skills

- Strong organisation, customer engagement and customer management skills;
- Ability to identify and engage with key stakeholders;
- High attention to detail;
- Ability to work autonomously and contribute effectively in project and team environments;
- Ability to remain organised and respond to changing priorities

### Desirable

- Experience in delivering IT services in a medium sized organisation, particularly in the aged care or health care industries

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Ability to communicate in a clear and concise manner to staff and key stakeholders.

## General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation

- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Chief Operating Officer  
Date: September 2021