

SENIOR ICT OFFICER

- Exciting new position for a highly skilled Senior ICT Officer
- ICT service delivery and systems installation across multiple sites
- Be a part of a leading youth mental health organisation
- Full-time fixed term contract available until 30 June 2022
- Generous NFP Salary Packaging and flexible work/life balance arrangements

The Opportunity

We are seeking a Senior ICT Officer, who will primarily be responsible for installing and maintaining hardware, systems, networks, telephony, audio visual equipment and application software across Orygen's sites and services.

If you have a passion for the field of youth mental health and want to make a real difference to the lives of young people and their families and share Orygen's values of Respect, Accountability, Teamwork, Excellence and Innovation, then we would love you to apply.

About Orygen

We believe that all young people deserve to grow into adulthood with optimal mental health. Everything we do is focused on this outcome. Orygen is leading and redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

The role and your impact

Full time fixed term position available until 30 June 2022.

The IT team provide services and support for circa 400 staff across six locations.

Reporting to the Associate Director of ICT, this position will involve logging of all requests for assistance via Zendesk, remote support via agreed tools, assisting with the development and maintenance of end user documentation and on-going end user education.

The incumbent will take responsibility for managing individual case outcomes and display client service professionalism.

Salary and benefits

Depending on your skills and experience, a salary of \$65,000 - \$70,000 p.a. (pro rata), plus superannuation, access to generous NFP salary packaging, flexible work/life balance benefits, great supportive team, purposeful work that makes a real difference to lives of young people and their families and carers and career opportunities within an organisation that is the leader in youth mental health.

About you

Essential to be successful in this role and to be considered, you will need to have a relevant degree with subsequent relevant experience; or extensive experience and specialist knowledge in an IT technical field. You will also have demonstrable ability to install, manage, upgrade, maintain, and troubleshoot Windows Server, Virtualization and cloud technologies (e.g., VMware and Hyper-V), end user operating systems and devices in enterprise environments. In addition, you will have:

- Strong knowledge of Windows Server, SQL, Server/SQL clustering, Veeam Software, Backup exec suite, ManageEngine Suite, SharePoint and O365 applications including PowerBI and should have demonstrated in current working environment.

- Knowledge of, ADFS, Azure AD, AWS
- Experience in training staff and creating user guide documentation in assisting staff to understand technical terms in an easier way – O365 applications suites, PowerBI, Microsoft Teams and Day to day IT tasks on both Mac and Windows OS to name a few.
- An ability to rapidly self-learn, adapt, test, integrate and apply new or modern technologies, methodologies and workflows (software and hardware).
- Good working knowledge of Unix system administration.
- Highly developed customer service approach.
- Ability to work as a member of a team and to develop collaborative and productive relationships with manager, peers, teams and colleagues and other stakeholders in the ICT & Innovation branch activities and outcomes.
- Demonstrated ICT Service Desk experience via phone, email, face-to-face and remote access and sound knowledge of systems administration functions of Windows network operating systems and mail servers in a high security environment
- Configuration of workstations and user profiles with printer, application and file access
- Demonstrated knowledge of and experience with networked workstations running Windows and Mac desktop operating systems and the Microsoft Office suite of programs.
- Demonstrated knowledge of and experience with back-up requirements and the associated procedures.

To view the FULL selection criteria and learn more about this opportunity, please go to www.orygen.org.au/About/Work-with-Us to view the Position Description.

How to apply

Please refer to the position description and submit your resume and cover letter to careers@orygen.org.au, using the subject line 'Senior ICT Officer' followed by your 'full name'.

Closing date for applications: Sunday 6 June 2021, 11:55 PM AEST.

For a private and confidential discussion, please contact us at careers@orygen.org.au .

You are encouraged to submit your application as soon as possible. Orygen may close the advertisement before the closing date.

Orygen is dedicated to gender equality, diversity and inclusivity. We strive to continue to build a culturally safe workplace where our values underpin the way we work and our strategic commitment to partner with First Nations people of Australia, young people and their families, LGBTIQ+ people and CALD people. We strongly encourage applications from the First Nations people.