1. POSITION SUMMARY

The Senior ICT Officer is responsible for installing and maintaining hardware, systems, networks, telephony, audio visual equipment and application software across Orygen’s sites and services.

The role involves 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.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse includes:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Special Services, a tertiary clinical service that is operated by North West Mental Health, co-located with us at Parkville and Sunshine and whilst not under the governance of Orygen, works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with ‘in-person’ clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
• A policy think tank drawing on Orygen’s research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.

• Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

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

3. ABOUT ORYGEN

<table>
<thead>
<tr>
<th>VISION</th>
<th>Young people to enjoy optimal mental health as they grow into adulthood.</th>
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<tbody>
<tr>
<td>MISSION</td>
<td>Reduce the impact of mental ill-health on young people, their families and society.</td>
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<td>VALUES</td>
<td>Respect, Accountability, Teamwork, Excellence and Innovation.</td>
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<td>COMMITMENTS</td>
<td>First Nations people of Australia, Young people and their families, LGBTIQA+ people, and culturally and linguistically diverse (CALD) people.</td>
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Orygen is leading and redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

4. KEY RESPONSIBILITIES/OUTCOMES

The Senior ICT Officer will:

• Manage customer tickets through the Helpdesk system ensuring all requests are answered and resolved promptly
• Provide system and infrastructure troubleshooting, maintenance and regular patching
• Configure, test and rollout SOE to desktops and notebooks.
• Provide scheduled maintenance checks and reports
• Complete minor projects in agreed timeframes with appropriate documentation
• Install peripherals e.g. printers, copiers, projectors, AV equipment
• Install applications, updates and patches
• Research and develop responses to enhance ICT requests
• Ensure all requests for support are handled in a professional and courteous manner and within agreed KPIs
• Train staff on regular IT processes and procedures

5. SELECTION CRITERIA

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

5.1 Essential

• A relevant degree with subsequent relevant experience; or extensive experience and specialist knowledge in an IT technical field.
• 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.
• 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.
- Ability to prioritise work schedules by being self-directed and motivated and perform all tasks with attention to detail.
- 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.
- Ability to self-motivate, share knowledge and guide peers where necessary.
- 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.
- Demonstrated interpersonal skills and personal qualities that facilitate the development of good working relationships and enhance the provision of quality client service in a team environment.

5.2 Desirable

- Knowledge of ZenDesk
- Knowledge of ITIL Methodology
- Working with Mac OS and understanding/working knowledge of JAMF software suites

6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- A current Victorian driver's license
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Some out of hours work may be required
- You will be required to work across more than one of Orygen’s sites, which are currently located within the north and west of Melbourne.