

## **POSITION DESCRIPTION**

### **IT Support Officer**

**RESPONSIBLE TO:** Chief Executive Officer (CEO)

**REPORTING TO:** IT Manager (ITM)

#### **SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES**

The IT Support Officer is responsible for working with and providing support to the IT Manager in the areas of:

1. Provide first-line troubleshooting support for IT issues across the organisation, including reviewing helpdesk requests, clarifying user needs, diagnosing problems, applying technical expertise to deliver timely resolutions, and coordinating escalation to the IT Manager when required.
2. Delivering a high quality, customer focused IT service to support internal and external programs and services.
3. Managing key organisational databases, including routine updates, troubleshooting, data quality checks, and providing user access support.
4. Building staff capability across the organisation in the effective use of digital technology.

#### **REPORTING / WORKING RELATIONSHIPS**

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- Reports to the IT Manager
- Liaises across all levels of the organisation as necessary
- No staff report to this position
- This position sits within the IT team, which is part of the Corporate Services unit
- Participates in the organisation's Staff Development Review process which is conducted on a regular basis

#### **CULTURE AND EXPECTATIONS**

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

#### **VALUES**

##### **DO NO HARM – CONTINUOUSLY IMPROVE - COLLABORATE**

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

## **SPECIAL CONDITIONS**

- Some reasonable out-of-hours work may be required from time to time and will be remunerated in accordance with the Enterprise Agreement.
- Possession of a current driver's licence is essential.
- Use of own motor vehicle may be required, for which a cents-per-kilometre allowance will be paid.
- Employment is subject to a satisfactory Criminal History Check.

## **STATEMENT OF KEY RESPONSIBILITIES**

- Provide IT support for digital technology programs and projects, including device setup, procedure documentation, user support, and implementation assistance
- Deliver timely and effective support for common IT issues relating to computer workstations, core applications and systems used across Summit Health.
- Assist staff across the organisation by providing practical guidance, troubleshooting support, and knowledge transfer using a train-the-trainer approach to strengthen IT capability within organisational units.
- Maintain accurate and up-to-date IT systems documentation, asset registers, process records, and related support materials
- Review, update, and maintain documented procedures for business and IT systems to ensure they remain current, relevant, accessible, and aligned with organisational requirements.
- Develop and maintain a strong working knowledge of Summit Health's IT environment, systems, applications, and processes to support effective issue resolution and continuous improvement.

## **General**

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at team / unit meetings.
- Identify opportunities and participate in own professional development.

## **Work, Health Safety (WHS)**

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant direction as set out in the Quality Manual.

## **PERSON SPECIFICATION**

### **Education:**

- Nil

### **Experience and knowledge**

- Demonstrated experience in an IT support, helpdesk or service delivery role, with the ability to provide responsive, effective and customer-focused technical support.

- Sound understanding of information management and information technology concepts, with the ability to communicate technical terminology clearly and appropriately to a range of audiences.
- Well-developed knowledge of digital technologies and application in a business environment
- Demonstrated understanding of IT project and program support activities, including coordination, documentation, stakeholder communication and implementation support.
- Proficiency in the use of desktop applications and productivity tools, including the Microsoft Office suite, Microsoft 365 environments and Apple products
- Sound understanding of computer networking principles, including local area network configuration, connectivity troubleshooting, and basic infrastructure support.
- Ability to develop, document and maintain IT-related procedures, ensuring alignment with organisational IT security policies, standards and compliance requirements.

### **Skills and Abilities**

- Strong analytical and problem-solving skills, with the ability to investigate issues, identify practical solutions and escalate matters appropriately when required
- High level of attention to detail and a commitment to accuracy in all work activities
- Highly developed verbal, written and consultative communication skills, with the ability to engage effectively with staff, stakeholders and service providers.
- Strong customer service orientation, with a demonstrated commitment to delivering high-quality support and achieving positive outcomes for end users
- Ability to work both autonomously and in a team environment.
- Excellent organisational and time management skills, with the initiative and discipline to prioritise tasks, monitor progress and follow work through to completion.
- Proven ability to contribute within a multidisciplinary team environment, manage competing priorities, meet deadlines and support the achievement of operational goals.
- High level of integrity and professionalism regarding sensitive and confidential information.
- Strong interpersonal skills, with the ability to build trust and foster collaboration.
- Demonstrable commitment to ongoing professional development.

### **Desirable:**

- Possession of a relevant qualification in Information Technology, IT support, systems administration, or a related discipline.
- Demonstrated experience providing training, guidance, and support to end users in the effective use of business systems, software applications, and digital tools.
- Previous experience working within a general practice, primary health care, or comparable clinical service environment.
- Demonstrated knowledge of Microsoft Active Directory administration and Group Policy Management.
- Familiarity with commonly used general practice software platforms, clinical information systems, and related administrative or practice management applications



## Summit Health Cultural Framework

**Values:** Do no harm  
Collaborate  
Continuously improve

|            | EXPECTATIONS                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                             |
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|            | Be Customer Centric                                                                                                                                                                                                                                                                | Be Accountable                                                                                                                                                                                                                                                                                                                                                         | Be an Engaging Communicator                                                                                                                                                                                                                                                                                                                           | Problem Solve                                                                                                                                                                                                                                                                                                                                                                                                                                       | Be Collaborative                                                                                                                                                                                                                                                                                                                                                                                         | Be Adaptable and Resilient                                                                                                                                                                                                                                                                                                                                                                                     | Inspire Leadership                                                                                                                                                                                                                                                                                                                                                                                                        | Strategic Innovation                                                                                                                                                                                        |
| INDICATORS | <ul style="list-style-type: none"> <li>Wanting to deliver value</li> <li>Striving to ensure customer satisfaction</li> <li>Deliver on your 'promise'</li> <li>Anticipate customer needs</li> <li>Build relationships at every opportunity</li> <li>CONTINUOUSLY IMPROVE</li> </ul> | <ul style="list-style-type: none"> <li>Offer and embrace innovative solutions</li> <li>Take ownership - its ok to make mistakes if we learn from them</li> <li>Celebrate the achievements!</li> <li>Be open and transparent</li> <li>Communicate all progress to your manager and peers</li> <li>Encourage a solutions-oriented culture</li> <li>DO NO HARM</li> </ul> | <ul style="list-style-type: none"> <li>Ask questions and listen to understand</li> <li>Use positive language</li> <li>Acknowledge other viewpoints</li> <li>Understand the views of others before acting</li> <li>Be clear and concise with your intent, ideas and feelings</li> <li>Shape the opinions of others by applying these traits</li> </ul> | <ul style="list-style-type: none"> <li>Analyse the problem not just from your perspective</li> <li>Consider the options</li> <li>If you've thought it through, back yourself to make the decision</li> <li>Make the decision consistent with our values and Strategic Plan</li> <li>Be creative - think outside the square</li> <li>Proactively address potential problems</li> <li>Anticipate</li> <li>Become the expert in your domain</li> </ul> | <ul style="list-style-type: none"> <li>Be a team player</li> <li>Embrace diversity</li> <li>Acknowledge other viewpoints</li> <li>Be consultative</li> <li>Seek consensus where possible</li> <li>Encourage 'we' language</li> <li>Be a custodian of team culture</li> <li>Identify gaps in team culture</li> <li>Appreciate our great culture, colleagues and opportunities to work and grow</li> </ul> | <ul style="list-style-type: none"> <li>Accept change and embrace challenges</li> <li>Be calm under pressure</li> <li>Take annual leave - recharge batteries</li> <li>See feedback as an opportunity to grow yourself</li> <li>Take up prof. development opportunities</li> <li>Be persistent</li> <li>Recover quickly from setbacks</li> <li>Demonstrate emotional agility</li> <li>Enjoy your work</li> </ul> | <ul style="list-style-type: none"> <li>Foster and support teamwork - eliminate silos</li> <li>Lead by example</li> <li>Develop engaged people and teams</li> <li>Navigate issues calmly</li> <li>Cultivate trust</li> <li>Create an environment for people to thrive in</li> <li>Inspire discretionary effort</li> <li>Read the emotional context of a situation</li> <li>Acknowledge effort not just outcomes</li> </ul> | <ul style="list-style-type: none"> <li>Innovate in line with the big picture</li> <li>Be agile in adapting to changes</li> <li>Always consider other options</li> <li>Factor in our future goals</li> </ul> |