



IT Helpdesk Support and Testing Officer

Putting health in mind



**Black Dog
Institute**

POSITION DESCRIPTION

<i>IT Helpdesk Support and Testing Officer</i>	
DEPARTMENT	Information Technology
PORTFOLIO	Corporate Services
REPORTS TO	Head of Information Technology
DIRECT REPORTS	Nil
LOCATION	Randwick
AWARD	Health Professionals & Support Services Award 2010
AWARD CLASSIFICATION	Support Services Level 5
INSTITUTE JOB BAND	B1
POSITION STATUS/TENURE	Permanent Full Time
DATE PD APPROVED	August 2019

1. ABOUT THE BLACK DOG INSTITUTE

Founded in 2002, The Black Dog Institute is a not-for-profit Medical Research Institute and a global leader in translational mental health research. We harness the latest technology and other tools to quickly turn our world-class research findings into clinical services education and e-health products that improve the lives of people with mental illness and the wider community. Our areas of strength include suicide prevention, e-mental health, workplace mental health, novel treatments and prevention in young people.

Our mission is to enable mentally healthier lives through innovations in science, medicine, education, public policy and knowledge translation.

Our values are a key part of our integrated approach and are a critical component of our organisational culture as they guide our decisions and behaviours. Institute staff and management have created and adopted the values of:

Respect – Compassion – Excellence – Collaboration – Innovation

The Black Dog Institute is proud to offer a dynamic working environment for our staff. We are invested in maintaining a positive workplace culture which values people and their wellbeing. We offer a varied wellbeing program tailored to staff needs and provide opportunities to attend learning and development seminars, engage in health and fitness activities as well as social events. We also offer flexibility in working hours and promote a healthy work life balance.

2. JOB PURPOSE

The purpose of this position is to provide IT helpdesk support services to our organisation. Support for our organisation will be on-site. This role will also perform testing of our web and mobile applications developed by the inhouse development team.

This position will work with the existing IT support person – provide backup when the IT support person is unavailable. This position reports to the Head of IT within the IT Team.

3. DUTIES

3.1 IT Support

- Provide on-site support for staff of the organisation, (staff may be located at the Randwick office or may be working remotely)
- Troubleshoot, diagnose and rectify customer faults
- Coordinate with UNSW IT to rectify issues
- Manage, monitor and update support tickets
- Setup and support of Windows, Mac, Android and Apple mobile devices
- Plan and coordinate with UNSW network services to arrange network moves and changes
- Manage staff file security permissions
- Provide assistance for the use of AV in the organisation
- Administer the Salesforce environment
- Track the replacement of hardware and plan for replacements as required

3.2 Administration

- Provide administration for IT support services
- Administer software licences
- Create and maintain system documentation
- Administer IT asset registers
- Process invoices for IT equipment or services
- Track IT outages and report on outages

3.3 Testing

- Create test plans for testing web and mobile applications developed by the IT Development team
- Conduct User Acceptance testing for testing web and mobile applications developed by the IT Development team
- Assist in post-deployment trouble-shooting and problem solving when required
- Logging defects and monitoring them

3.4 Training

- Run training sessions for new and existing staff on the systems used by BDI

- Develop training materials for staff on systems used by BDI

3.5 Work, Health and Safety

1. Ensure self and all staff comply with all WHS legislation WHS Policy and Procedures
2. Report any WHS hazards and significant issues to Head of Operations, People & Culture or delegate
3. Work in a safe manner, applying a duty of care

4. SELECTION CRITERIA

Essential Criteria

1. Minimum of two years' experience in similar IT Support Services role
2. Excellent oral and written English language skills
3. Specific experience in MS Windows and Mac desktop support
4. Demonstrated experience in administration with strong attention to detail experience
5. Proven experience in the provision of high quality customer service delivery
6. Excellent interpersonal skills and ability to build quick rapport with internal clients
7. An ability to work proactively and independently
8. Excellent time management and problem-solving skills with proven troubleshooting abilities

Desirable Criteria

1. Qualifications and/or certification in IT Support
2. Testing experience
3. Experience developing test cases for software testing
4. Testing accreditation

5. Acceptance

I acknowledge as the holder of this position, that I agree to display the organisational values and behaviours and work in accordance with the key responsibilities of the role detailed in this position description.

Name:
Signature:
Date:

Note: A copy of this signed acceptance is to be placed on employee’s personnel record and a copy provided to employee