

Position Description

All candidates for this position must be Australian citizens or able to meet eligibility criteria. DoD security requirements apply. General conditions of employment are documented in the People Management Manual (000AAL011)

Position Title (in full)	Support Officer, Unclassified Systems		
Division (Corporate, Air/Land or Naval)	Corporate		
Line report	ICT Manager (TRKL)	Direct report	Systems Manager, Unclassified Systems (PHMA)
Location	Adelaide	Supervises	N/A
Budget	Yes	Tenure	Permanent
Delegations /Authorities	Authority limits and descriptions available in Delegation of Authority (000AAT206) Authority as delegated by the ICT Manager		

Purpose

As part of the MIS team, the Support Officer will have a focus on providing level 1 helpdesk support to Saab staff and assist with the day-to-day IT administrative duties.

Key Responsibilities/Duties

- Provide level 1 helpdesk support to Saab staff;
- Undertake day-to-day IT administrative duties, such as:
 - Account management;
 - Backups & general tape handling;
 - File & Print Services Management;
 - Computer setup and configuration;
 - Implementing hardware and software installations and/or upgrades as required.
- Co-ordinate equipment and services for new staff;
- Administration and recording of IT Assets;
- Maintain records and documentation;
- Perform other duties as assigned.

Qualifications/Experience

Essential

- 1-2 years experience in the IT industry;
- Working towards, or nearing completion, of relevant IT technical qualifications;
- Knowledge of, and experience with Microsoft Active Directory & Microsoft networks;
- Knowledge of, and experience with Microsoft Operating Systems and Microsoft Office product range.

Desirable

- Completion of a relevant technical qualification in the IT area;
- Experience working with Hewlett Packard equipment;
- Experience in the establishment, and maintenance of registers to record details of hardware and software assets;
- Experience with a Helpdesk or equivalent tasking system;
- Knowledge and experience with imaging technology, such as Symantec Ghost.

Skills

- Excellent problem solving skills;
- Excellent written and oral communication skills.

Competencies

- Ability to work with others in a team environment and prepared to share knowledge and experience;
- Ability to accept and adapt to new tasks, technologies, processes and procedures;
- Ability to plan, schedule and prioritise tasks to meet deadlines.

Personal Attributes

- Australian citizen or able to meet citizen eligibility requirements to comply with Defence Industry security requirements;
- Strong focus on customer service;
- Enthusiastic with a positive attitude;
- Self-motivated; ability to work under general supervision;
- Willingness to take ownership of problems and resolve them in a timely fashion;
- Physically fit to be able to handle the weight of computers;
- Acts with integrity to deliver a professional service;
- Display behaviors that reflect company values.