

# IT Support Officer – Position Description



Reports to: IT Manager and IT Partner in charge

Information Technology Services performs a critical role in supporting and managing the firm's computers systems, equipment and providing support services.

The IT Support Officer role is responsible for supporting all aspects of the IT systems and services. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with the firm's strategic plan & IT plan.

## Key Responsibility Areas

- Provide first point of IT Support contact for all WLF staff.
- Installing and configuring computer hardware operating systems and applications.
- Assisting staff or clients through a series of actions, either face to face; email or over the telephone to help set up systems or resolve issues.
- Troubleshoot technical issues to resolution and/or escalate to supplier or partner organisations as required.
- Log all incidents and service requests in WLFs designated Helpdesk system.
- Manage Helpdesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Ensure system and data security is maintained at a high standard, ensuring the integrity of the WLF network is not compromised.
- Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner.
- Monitor performance of WLF systems, ensuring issues are appropriately escalated and resolved.
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions.
- Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.
- Maintain and develop excellent working relationships with key suppliers, conducting dealings in a professional and appropriate manner.
- Assist with ongoing development of related firm policies and procedures, including appropriate controls around organisational change management.

## Role Competencies

- Display confidence when dealing with people, with well-developed written and verbal communication skills.
- Communicate well with staff and suppliers, exhibiting excellent listening skills.
- Demonstrate high standards of professional behaviour when dealing with suppliers, staff and clients.
- Ability to investigate issues and requirements and identify and prioritise appropriate solutions.
- Ability to adapt and adjust to changing processes, constantly seeking process improvement.
- Ability to work in a flexible hours when required.
- Ability to maintain detailed and accurate records.
- Offer assistance to other employees in use of various technologies.
- Ability to build professional relationships with key stakeholders and staff.
- Demonstrated interest in technology advanced within the firm.

## Qualifications or experience necessary

### Essential:

1. Relevant IT/industry experience and/or qualifications/experience in the following areas: Windows Server, Windows 7 & Microsoft Office.
2. Demonstrated understanding of IT Management.

### Desirable:

1. Experience within a financial / accounting IT packages.
2. Experience with any of the following: Microsoft SharePoint, Microsoft Exchange Server, Microsoft SQL Server, Microsoft Lync Server, MYOB Accountants Enterprise, Active Directory, Group Policy, VMWare vSphere.
3. Relevant IT degree or industry experience.