



# Healing Foundation

Strong Spirit • Strong Culture • Strong People

## POSITION DESCRIPTION

Position Title:	Information and Communication Technology (ICT) Officer
Reporting to:	Senior Officer ICT
Direct Reports:	Nil
Location:	Canberra
Job Type:	Full time
Initial Appointment:	Fixed contract up to 30 June 2023
Competency Framework:	Advanced Practitioner L2
Last updated:	24.08.2021

### THE HEALING FOUNDATION VISION

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The Healing Foundation is a national Aboriginal and Torres Strait Islander organisation that partners with communities to address the ongoing trauma caused by actions like the forced removal of children from their families.

We focus on building culturally strong, community led healing solutions, through working closely with communities around the country.

### THE ROLE AND THE TEAM

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The role: **Information and Communication Technology Officer (ICT)**

Our **Growth and Sustainability** team protect and support The Healing Foundation to achieve growth and long-term sustainability. The team provides service streams for expert insight, advice, practice and a simplified approach to sustainability to deliver growth and long-term value for The Healing Foundation.

### COMPETENCY FRAMEWORK CORE COMPETENCIES AND JOB SPECIFIC COMPETENCIES

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The Healing Foundation Capability Framework is designed to provide a roadmap for leaders and teams to have more specific discussions on 'how to be successful' at the Healing Foundation by articulating what

our expectations of ourselves and others are. It is designed to support the achievement of our strategic plan.

Reporting to the **Senior Officer ICT**, your role must demonstrate the following Core competencies and Job specific competencies:

<b>CORE COMPETENCIES</b>	
<b>PEOPLE AND RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>• Live our Values and Guiding Principles: Demonstrate our values and guiding principles in our daily behaviours, habits and interactions with others</li> <li>• Enhance Health and Wellbeing: Be socially responsible with a genuine commitment to an environment where people are safe and can enhance their physical, mental and emotional wellbeing</li> <li>• Grow Cultural Awareness and Connection: Appreciate and respect the significance that Aboriginal and Torres Strait Islander people place on culture, family and country, and how these elements are connected</li> <li>• Proactively Engage and Communicate: Build and maintain relationships with respectful and honest communication, that facilitates mutual benefits and outcomes</li> </ul>
<b>RESULTS AND EXPERTISE</b>	<ul style="list-style-type: none"> <li>• Understand Our Business: Be committed to the organisation’s mission, acknowledging our challenges and continually looking to add value and grow our strengths and opportunities</li> <li>• Service Delivery: Understand and meet the needs and expectations of our people, communities, suppliers and other key stakeholders and colleagues</li> <li>• Be Accountable and Outcome Focused: Accept responsibility for role, make prompt informed decisions and take focused action to achieve results</li> </ul>
<b>INNOVATION AND CONTINUOUS IMPROVEMENT</b>	<ul style="list-style-type: none"> <li>• Put Ideas into Action: With innovation at our core, be curious, explore new concepts and be prepared to try new ideas, backing ourselves and each other</li> <li>• Achieve Change: Seek to understand reasons for change and be open to new initiatives, providing constructive feedback and embracing change with resilience</li> <li>• Grow and Share Knowledge: Incorporate learning, knowledge capture and sharing into your work routinely</li> </ul>

## JOB SPECIFIC COMPETENCIES

<b>ROLE &amp; RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Serve as main contact for IT and Network issues for all employees</li> <li>• Support the IT needs and level 1-2 helpdesk requests of all staff including:             <ul style="list-style-type: none"> <li>○ Oversee SharePoint and Teams access rights and setup</li> <li>○ Ensure new employees are set up prior to commencement with emails, equipment, internet access, phone no etc</li> <li>○ Ensure IT support/training is provided for all new employees on their first day</li> <li>○ Ensure staff changes are reflected in signature blocks, phone no's, voice messages, group email addresses</li> </ul> </li> <li>• Assist the Senior ICT Officer in             <ul style="list-style-type: none"> <li>○ ICT Asset administration and management</li> <li>○ Infrastructure and application support and maintenance</li> <li>○ Documentation of procedures, processes, helpdesk and system configurations.</li> <li>○ Work with and manage our Service and Product providers - Perform database support when needed.</li> <li>○ Coordination of Project management tools and Database development- DYNAMICS</li> <li>○ Development of an IT manual, framework and training materials</li> <li>○ Relationship, reporting and service management for the Managed Service Provider</li> <li>○ Management of licences for Adobe and other ICT related applications</li> <li>○ Security and incident management</li> <li>○ All other duties related to the IT function</li> </ul> </li> </ul>
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven experience with IT /Helpdesk functions</li> <li>• Minimum 1 years' experience supporting IT functions for a small to medium business</li> <li>• Experience working with Microsoft 365 including Azure AD, MS Endpoint Manager, SharePoint and MS Teams</li> <li>• Related qualifications</li> </ul>
<b>MANDATORY REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Commitment to being a subject expert and acting as go-to knowledgebase within the team</li> <li>• Analytical mindset with solid reasoning and problem-solving capabilities</li> <li>• Meticulous attention to detail and professionalism</li> <li>• Strong time management skills and ability to meet deadlines</li> </ul>

	<ul style="list-style-type: none"> <li>• Dedicated work ethic and willingness to take on any challenge</li> <li>• Demonstrated experience working as a part of a team and the ability to work independently</li> <li>• Strong understanding of IT systems including Azure AD, MS Endpoint Manager, SharePoint and MS Teams</li> <li>• The position of ICT officer will undertake and maintain a valid State specific either WWVP, AHPRA Certificate of Registration or police clearance based on the legislative requirements of the state or territory in which they reside</li> </ul>
<b>HIGH DESIRABLE CRITERIA</b>	<ul style="list-style-type: none"> <li>• Previous experience working within the not-for-profit sector</li> </ul>