

INFORMATION TECHNOLOGY ASSISTANT



Role Title	Information Technology Assistant
Area	Corporate and Communications
Unit	Information Technology

ROLE PURPOSE

The Information Technology Assistant provides support, information, and assistance to users to solve reported issues, install hardware and software, and manage general issues relating to information technology.

KEY PERFORMANCE AREAS

- Provide support to staff to solve non-complex IT problems to minimise down-time and loss of productivity.
- Set-up activities for computers, printers, multifunction devices, audio-visual equipment, and other IT systems.
- Monitor the performance of IT systems, identify potential issues, and propose solutions.
- Contribute to the development of reference materials to assist the users.
- Work collaboratively with other units of NSWIS to achieve organisational and sport outcomes.

KEY CHALLENGES

- Balancing competing customer demands and needs.
- Encouraging people to follow procedures and processes when logging incidents.

ROLE REQUIREMENTS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">➤ Experience using MS Office.➤ Awareness of Information and Communication Technology.➤ Strong customer service skills and ability to solve problems.➤ Experience working collaboratively as part of a team to achieve outcomes.	<ul style="list-style-type: none">➤ Understanding of Information Technology best practices.➤ Knowledge of Windows and Mac OS environments.➤ Ability to multi-task and manage IT projects.

DIVERSITY

We support workforce diversity and are committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

SAFETY

We recognise that children and young people require special care and attention to feel safe and we are committed to protecting and prioritising the safety of children and young people involved in our programs and services. We actively undertake measures to ensure the safety of children and young people, athletes, and vulnerable people in our physical, digital, and cultural environment.