



**Wuchopperen**  
HEALTH SERVICE LTD

## POSITION DESCRIPTION

<b>Position Title:</b>	Service Desk Officer ( <i>Specified</i> )
<b>Position Number:</b>	5208
<b>Classification:</b>	Administration Grade 4 Wuchopperen Health Service Limited Enterprise Agreement 2023
<b>Salary:</b>	\$68,916 - \$76,081
<b>Location:</b>	Cairns (Manoora)
<b>Reporting Relationship:</b>	Chief Information Officer (CIO)

### About Wuchopperen

Wuchopperen Health Service Limited (Wuchopperen) is a community connected and controlled organisation with a solid history of providing holistic health and wellbeing services for Aboriginal and Torres Strait Islander people in Cairns and surrounding districts.

Wuchopperen's vision is keeping our generations growing strong. Culture underpins our diverse and client-centric service delivery model offering our community whole of life support from pre-birth right through to our elders.

From our humble beginnings in the 1970s, Wuchopperen has grown into a dynamic and innovative service that prides itself on strong community representation, leadership and governance.

### Our Strategic Priorities



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### Our Values and Behaviors



### The role:

The Service Desk Officer provides first line, level one technical deskside and phone support. Ensuring user access to reliable, efficient and contemporary systems and hardware to enhance Wuchopperen's productivity and capacity to provide high levels of service delivery to the Community.

The Service Desk Officer is supervised by the Chief Information Officer (CIO) and the position has no supervisory responsibilities.

This position works closely with other members of the IT and Corporate Support team and maintains regular contact with other program staff to ensure effective outcomes for clients.

### Key Responsibilities include:

1. Provide effective, efficient, and timely first line IT support by responding to inbound requests to identify, diagnose and resolve software and hardware faults and queries for end users across the organisation.
2. Log and action IT incidents and requests, identify and resolve fault causes and ensure outcomes are documented and analysed to identify underlying causes or trends to facilitate future timely responses to common queries.
3. Assist the IT Team in conducting IT orientation training and regular training programs.

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4. Contribute to the development of IT training materials and documentation relevant to the Organisation.
5. Contribute to the development and implementation of IT related projects.
6. Assist with the development and ongoing application of organisational IT policies, and procedures.
7. Assist with the installation and maintenance of networking and computing infrastructures and associated software.
8. Support the lifecycle of IT assets, ensuring they are properly accounted for, maintained, and disposed of in accordance with asset management processes.
9. Assist in managing, configuring, and deploying device and end-user policies using available tools.
10. Participate in organisational and community activities to advance the health and wellbeing of Aboriginal and Torres Strait Islander people.
11. Work within Wuchopperen's Policies and Procedures including the Staff Code of Conduct and the Work Health and Safety requirements and contribute to continuous improvement processes to ensure compliance with relevant standards and safe, effective service delivery.
12. Other duties as required, within your skills, experience and capacity.

## Core Capabilities

Assessment of merit for this role will be based on the knowledge, skills and experience, potential for development and personal qualities. The competencies listed below are considered to be the most critical for success in this role.

### For applicants to be successful in this role, they should demonstrate:

1. A basic understanding of IT break fix role and a willingness to develop technical experience in identifying, diagnosing, and resolving software and hardware faults across multiple sites, together with experience in the provision of development and installation of new networking and computing infrastructures.
2. Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
3. Willingness to learn administration and support of Microsoft products in particular Microsoft Teams, Azure Active Directory and other associated products, together with a demonstrated understanding of computer systems, mobile devices, and other technological equipment.
4. Extensively developed interpersonal and communication skills including the ability to liaise with a range of stakeholders as well as effectively advocate for Aboriginal and Torres Strait Islander people.
5. Demonstrated ability to work independently and in a multi-disciplinary team environment, prioritise and meet deadlines, deal with matters of a sensitive and confidential nature.

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6. Demonstrated ability to meet and work within the core values and behaviours of Wuchopperen.

### Other Requirements

- Tertiary qualifications (e.g., Diploma in Information Technology) or similar experience.
- It is a requirement of this role to pass CompTIA A+ and ITIL foundation within the probation period.
- It is a condition of employment in this role for the employee to be, and remain, vaccinated against measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough) and hepatitis B.
- It's a mandatory condition of employment for the employee to be vaccinated against COVID-19. Evidence of two vaccinations must be provided before employment is confirmed.
- The Service Desk Officer role is a Specified position. Applicants for a specified position must provide a reference from an Aboriginal and/or Torres Strait Islander referee to support their ability to meet core capability 2 above.
- It is a condition of employment that all employees are holders of a current and valid 'blue card' or Working with Children Check. This is at your cost. Employment cannot continue or commence if you do not have a 'blue card' or if your 'blue card' is withdrawn or is disqualified.
- For the Culturally Appropriate Foster and Kinship Care Service (CAFAKCS) it is a condition of employment for the following to undergo a Child Safety and Personal History Screening Check conducted by the Department of Children, Youth Justice and Multicultural Affairs (Child Safety). There is no fee for this check. Employment cannot continue where your application is not approved or withdrawn.
  - Chief Executive Officer
  - Deputy Chief Executive Officer
  - Director Child, Youth and Family Services, as Nominee
  - Manager, Child Wellbeing
  - Manager, Children and Family Services
  - Manager, Youth and Family Services
  - Coordinator, Child Wellbeing Services
  - Coordinator, Family Wellbeing Services
  - CAFAKCS team members
  - Family Participation Convenors
  - Intake and Assessment Officers
  - Information Technology Team Members

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- Quality and Compliance Team Members
- Possession of a current CPR certificate or commitment to obtain within the first six weeks of employment is essential
- Possession of a current Queensland “CA” class driver’s licence is essential.
- Commitment to work within the principles of Aboriginal and Torres Strait Islander community control including a willingness to develop the leadership of Aboriginal and Torres Strait Islander staff.
- Ability to use Microsoft products and the ability to use or willingness to gain proficiency in the client information management systems.

### How to apply:

Please submit the following for the panel to assess your suitability. Applications which do not meet these requirements will not be considered.

- Your **resume**, including a comprehensive employment history, your qualifications and the contact details for at least two referees (one should be your current supervisor)
- A supporting **cover letter** of no more than two pages, outlining your experience, skills and knowledge that are relevant to the advertised role. Your written response must reflect the competencies outlined in core capabilities.
- Evidence of at least two Covid-19 vaccinations (i.e. Immunisation History Statement).

### Additional information:

- A non-smoking policy is effective in Wuchopperen’s buildings, offices, and motor vehicles on all Wuchopperen grounds, across all sites.
- Wuchopperen has a six (6) month probationary period for new employees.
- Employees may be required to work outside of core business hours from time to time.
- Demonstrated commitment to ongoing self-development with a focus on qualifications/skills upgrade.
- Applications must be received by 5 pm on the closing date and can be emailed to [recruitment@wuchopperen.org.au](mailto:recruitment@wuchopperen.org.au)