

POSITION DESCRIPTION – PD072

ICT Systems Officer

Part Time, Fixed Term

A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY

About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS) is a not-for-profit, community-based organisation that delivers innovative, professional criminal, civil and family law services to Aboriginal and Torres Strait Islander clients throughout Queensland.

The organisation was established in 1972; and has grown to 26 offices with around 300 staff across Queensland from the Torres Strait to Southport and out to Cunnamulla.

Our Vision is to lead in the delivery of innovative and professional legal services.

Our Mission is to deliver quality legal assistance services, community legal education, and early intervention and prevention initiatives which uphold and advance the legal and human rights of Aboriginal and Torres Strait Islander people.

Purpose of the role

1. Provide consistent and high-quality information and communication technology (ICT) solutions to management and staff of the organisation in conjunction with external service providers;
2. Provide remote hands-on support to regional and remote satellite offices across the State with respect to their ICT infrastructure;
3. Support ICT Manager in systems support, incident response and undertaking project works.
4. Assist in providing training on ICT solutions to staff across the State.

Opportunity

You will have a unique opportunity to work in a dynamic legal environment with all staff across the organisation. Your experience in seeking ICT solutions to enhance operational efficiency. Use your understanding of risk management and business security to advise senior staff while providing remote support across Queensland. Enjoy the challenges that come with working in a diverse and changing environment within a project-managed, varied and interesting workplace.

Our offices also provide a rewarding social justice environment for service delivery to members of our community across the State. The Brisbane Head Office provides a range of administrative, human resources and public relations services.

B. REPORTING STRUCTURE

Duties are performed under the ultimate guidance and direction of the Chief Executive Officer (CEO), with regular reporting to the ICT Manager. IT systems are currently maintained by an external provider who reports to the CFO. This position will be expected to work with the external provider on various projects and day to day ICT matters, however no reporting responsibility to the external provider is required.

Visit: www.atsils.org.au

C. SELECTION CRITERIA

ESSENTIAL CRITERIA (6)

1. **Values:** alignment to the values and vision of ATSILS and an appreciation of and sensitivity to the challenges our clients have faced, and continue to face, in their fight for and their right to justice and equity.
2. **Minimum qualifications and experience:** Diploma in Information Technology with three years' full-time work experience in similar environment or working towards Diploma. Microsoft certification highly regarded.
3. **Communication/interpersonal skills:** the ability to interpret and impart ICT information and concepts to non-ICT trained members of staff is crucial in performing systems support on daily basis to regional and remote offices. *Comment on your capacity to work patiently with a diverse team of legal and support staff in regional and remote areas.*
4. **Knowledge/skills: ICT solutions and support:**
 - Ability to flexibly work with an external ICT support provider to provide remote hands-on and help-desk support to staff across the State;
 - Proven experience in undertaking professional concept testing of ICT solutions, systems or products and evidence of providing feedback to a former employer for informed decision making on product or service acquisitions;
 - Ability to research and recommend innovative approaches to improve internal systems across the organisation, appreciating budgetary constraints.
5. **Experience:**
 - Demonstrated ability and experience in provision of ICT Level 2 (ITIL) support to end-users;
 - Recent experience in administration of Windows domain and active directory;
 - Knowledge of risk management, business continuity and disaster recovery planning;
 - Knowledge of information, network and data security requirements;
 - Proven experience in project delivery of ICT system implementation and upgrades;
 - Experience in implementing and maintaining a standard operating environment;
 - Knowledge and experience in hardware and peripherals maintenance;
 - Experience maintaining services such as websites, intranets and databases;
 - Highly developed computing skills with strong documentation skills.
6. **Compliance, access and security:** a willingness to undergo a **Criminal Record Check to achieve and retain a National Police Certificate** (Australia-wide Disclosable Criminal History) for duration of employment, a **Queensland Driver Licence** and capacity to drive at work, travel intra-office in a company supplied vehicle at short notice.

DESIRABLE CRITERIA (4)

1. Experience working with Aboriginal and Torres Strait Islander organisations or service providers.
2. Microsoft certification (cloud and on-premise), experience and related qualifications.
3. Experience in support of integrated software systems in Finance, CMS or other, highly regarded.
4. M365 (Teams, SharePoint) certification and/or extensive experience.

Please apply online at <http://www.atsils.org.au/job-vacancies>, limiting your responses to 150 words for each criterion.

D. CORE DUTIES

1. Provide consistent and high-quality information and communication technology (ICT) solutions to management and staff of the organisation in conjunction with external service providers;
2. Provide remote hands-on support to regional and remote satellite offices across the State with respect to their ICT infrastructure; this could involve extensive travel to any ATSILS site;
3. Provide (or co-ordinate as requested) training and testing on new ICT products and systems to staff;
4. Assist external providers to monitor capacity of ICT infrastructure of the organisation across the State, report and recommend improvements as required;
5. Participate in organisational projects requiring ICT input and, where required, project manage delivery with external ICT service providers;
6. Manage the replacement cycle of all ICT infrastructure in consultation with the CFO;
7. Liaise with suppliers and the Finance team in relation to sourcing of quotes for the supply of all ICT hardware, software, equipment and services;
8. Ensure all ICT licensing arrangements are up-to-date with suppliers and that product warranty information is also maintained and updated on a regular basis;
9. Identify and advise opportunities where ICT solutions could enhance the operations of the organisation;
10. Provide regular management reporting on the performance of ICT infrastructures and status of ICT projects and initiatives, where required;

E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES

1. Undertake study or training which might be determined by the CEO, and contribute to the professional development of other team-members as required.
2. Take part in workplace health and safety compliance; support other team members to do the same and ensure compliance with emergency and community safety procedures.
3. Contribute to a supportive team environment, through various workplace activities.
4. Be prepared to work professionally in a variety of locations, including any approved home office or secure public facility and as approved by your supervisors.
5. Participate in annual appraisal of own work; and attend and document regular supervision sessions with the staff to whom you report, achieving a satisfactory work performance and conduct in accordance with the ATSILS Code of Conduct.

F. CORE COMPETENCIES

Your performance will be evaluated on the following facets:

- Ability to provide an efficient, friendly and culturally competent ICT service to staff members across the organisation;
- Reliability of presented, well-organised, professionally prepared project tasks and updates;
- Ability to communicate in a clear, supportive and professional manner with both internal and external parties and ability to maintain confidentiality where required;
- Prioritisation of work schedules amidst competing deadlines and completion of accurate reporting regarding own travel and time use (i.e. travel log books and daily worksheets);
- Responsiveness and ability to exercise both initiative and compliance when dealing with workplace health and safety, asset protection and security;
- Respect for organisation policy and procedure.

G. ATSILS QLD CONTRACT AND LOCATION

- This position falls under the umbrella of the Social, Community, Home Care and Disability Services Industry Award with a remuneration package and conditions as per the ATSILS Contract. The starting gross salary range with qualifications and experience is from \$75,000 (plus superannuation and leave loading) dependent upon experience and legal qualifications, and location. A fully maintained company vehicle and mobile work equipment (i.e. laptop and mobile phone) will be offered to facilitate travel to regional and remote offices, with reasonable personal use also allowed.
- This role is currently funded to 30 June 2025.
- As a Public Benevolent Institution, our staff may opt to salary sacrifice a portion of their pre-tax salary up to a threshold set by legislation, reducing their taxable income in a given year.
- At ATSILS we offer structured professional development in conjunction with performance management, and study leave for approved work-related courses after a qualifying period.
- ATSILS adheres to the tenets of Equal Opportunity Employment.

Location: ATSILS offices where this role is offered: Brisbane.

Our values at ATSILS:

- We **Care** for the human and legal rights, safety and psychological well-being of our staff, clients and communities.
- We **Share** a common understanding of our clients' challenges and needs and strive to deliver quality and accessible legal services.
- We **Respect** the cultural diversity, values and beliefs of our clients and maintain their confidentiality in the delivery of legal services.

For further information please contact:

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Visit: www.atsils.org.au

