

POSITION TITLE	Information, Communication and Technology (ICT) Support Officer
REPORTS TO	ICT Manager
LOCATION	Lilydale and Scoresby (with some travel to Pakenham and Sale)
KEY CONTACTS	Other Agency Staff Relevant government and community agencies Other Agency Stakeholders External Providers

### Our Values



#### Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



#### Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



#### Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



#### Empathy

Support at Anchor is deep, meaningful, and client centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

### About the Corporate Services Team

The Corporate Services Team provides administration support throughout Anchor. Key responsibilities of the team include Financial Management, Accounts, IT Support, Property and Infrastructure Management, Reception and Administration. Teamwork, collaboration, communication and exceptional customer service are key priorities for the team, as is the provision of high-quality technology connectivity to help ensure Anchor fulfills its objectives.

### Position Summary

This is a key role contributing to Anchor's purpose of making it possible for people to attain a safe, secure and stable home and will support Anchor's values, vision and purpose.

The areas of focus for the ICT Support Officer are as follows:

- **Provide ICT technical support:** utilising ICT technical skills provide day-to-day ICT support for a range of IT systems and databases, both in person and remote.
- **Provide support to the ICT Manager:** assist in day to day and project tasks as requested.
- **Provide ICT training to new and existing staff:** working collaboratively with the business to determine and deliver required ICT training.

The ICT Support Officer is expected to work within the policies and philosophical framework of Anchor, and to adhere to the highest professional and ethical standards when performing the duties of the position.

People working at this level have well developed skills and are expected to manage work practices for the health and wellbeing of staff. They are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

### Accountabilities

The following responsibilities and deliverables are not exhaustive, nor necessarily in order of priority, but are indicative of the range and nature of the role.

### Service Provision

- Provide a high level of in-house ICT technical helpdesk support (Level 1 and 2) and training for the organisation's ICT equipment, systems and applications.
- Assist with improvements and upgrades for Anchor's core IT systems.
- Work collaboratively with Anchor's ICT vendors, including liaising Anchor's external ICT provider/s for escalation and oversight of ICT support and management.
- Ordering of required ICT equipment and resources.
- Working with Anchor team to ensure ALL staff are provided the ICT training required to perform their employment duties.
- Practice and promote good cyber security hygiene and strive to continuously improve Anchor's cyber security posture.
- Be actively involved in sourcing solutions to ICT issues and problems so that business needs can be met in a timely and efficient manner.

### Information Management

- Assisting in developing and implementing organisation wide information management systems improvement plan
- Provide assistance as requested with the processes and systems relating to the storage and retrieval of information across the organisation.
- In collaboration with Anchor's external ICT providers, ensure the integrity and security of Anchor's ICT systems.
- Creating and maintaining documentation for IT processes, procedures, and troubleshooting guides.
- Recording and tracking incidents and service requests in the help desk system.
- Keeping track of IT assets, ensuring they are properly documented, and managing inventory can help in better resource allocation and planning.

### Compliance

- Maintain knowledge of applicable legislative compliance relating to ICT security.
- Conduct security audits and implement improvements to help protect the business from potential cyber threats

### Other

- Champion a culture of continuous improvement and positive change within Anchor.
- Other duties, as directed by the ICT Manager.

### Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of staff, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

### Key Capabilities

<b>Staff Focus</b>	Demonstrates detailed knowledge of staff issues and ensures service delivery responds to staff needs.
<b>Problem Solves</b>	Uses and shares experience and knowledge of work area to assist in the development of solutions for day-to-day problems.
<b>Empowerment</b>	Enhances people's ability to use their own resources and capacities to solve problems and achieve goals.
<b>Continuous Improvement</b>	Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary.
<b>Teamwork</b>	Offers constructive feedback and provides balanced and informed perspectives at team meetings.
<b>Listens, Understands, Adapts</b>	Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications.
<b>Integrity</b>	Understands and models Anchor's social, ethical and organisational standards and responsibilities in all interactions.
<b>Autonomy</b>	Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.

### Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	Manage changing workloads, competing priorities and demands.	Daily
	Work in a team environment, supporting team members always.	Daily
	Work in different geographic locations.	Regular
	Work irregular hours, including after hours.	Occasional
	Work in buildings which may be two-story.	Regular
	Work in open plan office.	Regular
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time	Regular
<b>People Contact</b>	Work closely with staff to support them.	Daily
	Work closely with ICT Manager.	Daily
	Liaise with Anchor staff.	Regular
	Engage with vendors and other service providers to enable better support for staff.	Regular
<b>Administrative Tasks</b>	Undertake administrative tasks which may include the following: completing documentation and asset management.	Daily

	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
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### Mandatory Qualifications and Licences

- Completion of a Criminal History Check and Working with Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

### Skills, Experience and Knowledge

- Demonstratable experience in an ICT support role.
- Demonstrated computer expertise with well-developed skills in standard software packages, database, internet, intranet systems, along with administering Microsoft 365 environments and other cloud applications.
- Possess strong organisational and time management skills with a high-level ability to prioritise, forecast and coordinate own workload.
- Demonstrated capacity to deliver work on time and within budget.
- Highly developed verbal and written communication and inter-personal skills, including active listening, problem solving and conflict resolution.
- Demonstrated ability to work flexibly, independently, and co-operatively in a dynamic team environment.
- Experience in developing customer focused service delivery and reporting information in a Human Services environment.
- Willingness to continually develop and grow professionally.

### Expected behaviours for all Anchor Staff

- Acts in accordance with Anchor's Code of Conduct, and is committed to Anchor's Vision, Purpose and Values.
- Act in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me<>WE<>US>.
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political view, illness, material status or family responsibilities.
- Abides by the Child Safety and Wellbeing Policy and requirement in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients.
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality.
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities.
- Participate in staff meetings, program planning, professional development sessions and service planning meetings.
- Participates in formal supervision processes, coaching sessions, probationary and performance reviews.
- Contributes to innovation and continuous improvement.

- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

### Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe.

Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

### Diversity and Inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

### Employee Declaration

*I acknowledge that I have read, understood, and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.*

Employee Name	
Employee Signature	
Date	