



<b>Queensland Aboriginal and Islander Health Council (QAIHC)</b>					
<b>Network and Systems Administrator</b>					
<b>Classification</b>	Staff	<b>Employment</b>	Permanent / Full Time	<b>Reporting to</b>	Manager, ICT
<b>Salary</b>	\$85,833 + superannuation	<b>Benefits</b>	Attractive health promotion charity salary packaging	<b>Staff</b>	No
<b>Location</b>	Cairns	<b>Contact</b>	applications@qaihc.com.au	<b>Closing Date</b>	Midnight, Sunday 15 <sup>th</sup> September 2019

### **The Opportunity**

The Queensland Aboriginal and Islander Health Council (QAIHC) is offering an opportunity to join a leadership organisation; in a position where you will work in an inspiring and positive environment to provide sector support, resources and training that will contribute to better Aboriginal and Torres Strait Islander health outcomes.

QAIHC is a non-partisan peak organisation representing Aboriginal and Torres Strait Islander Community Controlled Health Organisations (ATSICCHOs) across Queensland at both state and national levels. Our members deliver comprehensive and culturally appropriate, world class primary health care services to their communities.

QAIHC was established in 1990. Our vision is the elimination of disparities in health and well-being experienced by Aboriginal and Torres Strait Islander peoples in Queensland. QAIHC contributes to this vision by leading the development of the Aboriginal and Torres Strait Islander Community Controlled Health Sector in Queensland and through the development of evidence based, practical public policy solutions.

QAIHC has three main business divisions:

- Policy and Research;
- Sector Development;
- Corporate Services; and
- Commercial.

### **Policy and Research Division Overview**

The Policy and Research business division of QAIHC is responsible for developing high quality policy submissions and publications that influence change. The Division advocates on behalf of the Aboriginal and Torres Strait Islander Community Controlled Health Services sector and communicates the risks and opportunities that present when interpreting public policy, particularly through periods of change.

This division of QAIHC is also responsible for ensuring that health service leaders in Queensland have an opportunity to contribute directly to the development of public policy and for establishing quality, long term relationships with external partners who want to contribute to the work QAIHC undertakes.

### **Sector Development Division Overview**

The Sector Development business division of QAIHC works closely with the sector to lead and build the organisational capacity and capability of our members. Our four sector development focus areas cover the risks and opportunities that impact on the Aboriginal and Torres Strait Islander Community Controlled Health Sector in Queensland. We develop the sector through leadership development, education, workforce planning, a Continuous Quality Improvement framework (quality standards and quality management) and through the promotion of a socially equitable funding model and system.

### **Corporate Services Overview**

The Corporate Services business division of QAIHC provides high level entity-wide administrative and operational support to all of QAIHC. This support includes financial, facility and information and communication technology (ICT) systems and process management. The Corporate Services business division is responsible for human resource support services, procurement and the marketing and communication functions of QAIHC.

### **Commercial Overview**

The Commercial Services business division of QAIHC consists of the Business Quality Centre (BQC). This entity is the commercial business area of QAIHC. It provides fee-for-service professional financial, human resources and information and communication technology services to a wide range of external customers.

## **Position Overview**

The Networks & Systems Administrator will work as part of the existing IT Team, providing 2<sup>nd</sup> and 3<sup>rd</sup> level support to users. The position is responsible for the operational integrity, continuity and effectiveness of the IT resources and services of QAIHC and the relevant BQC clients.

Reporting directly to the Manager, ICT, the role will work with both internal and external clients, and undertake a diverse range of tasks within the IT framework. No two days will be the same, but the Networks & Systems Administrator will have the opportunity to work with new technology and high-quality equipment, participate in continuous improvement and increase their skills and knowledge.

## **Key Responsibilities**

In this role, you will be required to:

- Assist in delivering a quality and risk adverse service for all internal and external clients
- Ensure compliance with all related ICT legislative requirements
- Understand existing needs and processes for each organisation and its members
- Communicate promptly, effectively and efficiently with all stakeholders with a view to provide excellent customer service to internal and external clients
- Provide 2<sup>nd</sup> and 3<sup>rd</sup> level support, including:
  - Install and configure computer hardware, software, systems, networks, printers and scanners
  - Monitor and maintain computer systems and networks
  - Respond in a timely manner to service issues and requests
  - Provide technical support, both in person and over the phone
  - Set up accounts for new users
  - Repair and replace equipment as necessary
  - Troubleshoot software and hardware in a Windows environment
  - Assist users and provide instruction to staff in the use of desktop computer hardware and corporate applications to improve staff productivity, including the orientation of new users
- Utilise the Helpdesk system to ensure work priorities and time tabling of work
- Support project work, utilising SQL for data warehousing and extraction tools
- Liaise with vendors and other IT personnel for problem resolution as required
- Ensure required access is available and meets the desired Service levels

## **What we are looking for**

We will assess your merit for this role by looking at your previous experiences – the leadership, knowledge and skills that you have built and your personal qualities. We will consider how well you can:

- Prioritise work requests
- Communicate (internally and externally)
- Problem Solve
- Support internal and external clients
- Support organisational systems and processes

## **(Pre-requisite) Skills & Experience**

- Minimum four years' experience in a hands-on IT support role
- Experience with Windows 10, Active Directory, Group Policies, Office 365, SharePoint and SQL is mandatory
- Relevant degree in Computer Science or similar, or an equivalent level of prior experience within IT with industry qualifications
- Microsoft Certified Practitioner status is highly desirable
- Demonstrated experience of working with Aboriginal and Torres Strait Islander communities and their leaders, respecting traditional culture, values and ways of doing business
- **Aboriginal and Torres Strait Islander candidates are highly encouraged to apply for this position**

## **Additional information**

- A probationary period of six (6) months will apply to appointees.
- Flexibility in working hours and some travel may be required
- Referee checking will be undertaken, and other pre-employment checks may occur prior to any offer of employment.
- Criminal history checks will be undertaken on the preferred applicant(s). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment. If information is received that may exclude you from further consideration, you will be given an opportunity to respond and your response will be taken into account in the evaluation process.
- The recommended applicant will be required to disclose any serious disciplinary action taken against them.
- Applications will remain current for a period of 12 months after the closing date for receipt of applications for the original vacancy.

## Interested in applying?

Roles at QAIHC are based on merit. To enable us to assess your merit, you should apply via email at [applications@qaihc.com.au](mailto:applications@qaihc.com.au)

- Include your current resume, including the name and contact details of two (2) referees with a thorough knowledge of your conduct and performance over the last two (2) years. One referee must be your current or most recent supervisor.
- Provide a short statement (of no more than two (2) pages) addressing how you fit '**What we are looking for**'. This must address the following;
  - Competencies;
  - (Pre-requisite) skills and experience;
  - A statement outlining your motivation to join us.

## Closing date

Applications close on midnight, Sunday 15<sup>th</sup> September 2019