

Amaze

Position Description

Position Title: IT Support Officer	Team: IT & Systems
Reporting To: IT & Systems Manager	Effective Date: February 2023
Hours: 0.8 full-time equivalent (FTE)	Position type: 12-month contract (fixed-term)
Salary: \$55,000 - \$65,000 (pro-rata) + superannuation + salary packaging	Location: Work from Victoria Street, Richmond with some optional working from home days
Vaccination requirement: As this position requires work from the Victoria Street office, the successful candidate is to demonstrate triple COVID-19 vaccination status	

About Amaze

Amaze is a leading autism organisation driving change so that Autistic people and their families can live their best lives.

For over 50 years Amaze has been supporting Autistic people and their families. Based in Victoria, Amaze has a national reach and is the home of Australia's national autism helpline – Autism Connect.

Amaze is here for all Autistic people of all ages and works together with the autism community and a broad range of supporters to create a more autism inclusive Australia.

As well as working to increase broader community understanding and acceptance of autism and providing high quality advice and support, we translate autism community experiences into broader policy needs.

A key focus for Amaze is to assist employers to be Autism Positive and create inclusive, sustainable support for autism employment.

Amaze's commitment to Autism Positive Employment

Amaze is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. We stay true to our name by hiring 'Amazing' people from a wide variety of backgrounds. After all, we want to be as diverse as the communities we serve. Our inclusive culture helps us to be bold, open to difference, embrace curiosity, and spark positive change in ourselves and others.

Amaze is an **Autism Positive Employer**. We provide support and adjustments, starting with the recruitment process! We nurture an environment that is personally accountable, supportive, psychologically safe, inclusive, and high performing.

About the team

The IT team sits under Amaze Operations and provides integral support to the organisation. The team ensures the business can get the most out of their technology, provide overall direction and implement an IT strategy to support the overarching Amaze strategy. In addition to internal work, the team also manages external IT providers for any outsourced work.



About the role

IT Support Officer role provides essential technical support to monitor, maintain and provide basic technical assistance for Amaze's IT and customer relationship management systems. Reporting to the IT & Systems Manager, the IT Support Officer will play an integral role in fielding and trouble-shooting IT and CRM issues to system users. This new position will also be integral in documenting permissions, set-ups, and profiles at Amaze.

What you'll be doing

IT support

- Provide first level technical user support.
- Assess issues and prioritise accordingly, this includes escalating issues to the IT & Systems Manager and third party providers as appropriate.
- Provide basic IT training and project support.
- Support IT setup for new staff members, including internal systems such as Salesforce.
- Support the onboarding and offboarding of internal and service partner staff.
- Assist in investigating and reporting on new IT software's fit within the organisation.
- Work with internal teams to understand and document their requirements for any system changes as required.
- Implement minor updates to internal systems, such as addition of new data fields or reports.

Support recording and maintenance of key documentation

- Document set up and user-profiles of key systems, such as Salesforce.
- Create a list of recommendations for areas that would benefit from a data clean.

General

- Other tasks as required, aligned to skills, experience and role level.
- Adherence to Amaze policies and procedure including the Amaze Code of Conduct.

What you'll need to succeed

KEY SELECTION CRITERIA

Qualifications and Experience

- Formal qualification in IT/IS and/or demonstrated equivalent experience.

Knowledge

- Strong knowledge and understanding of databases and data structures.
- Ability to hand code basic html and basic JavaScript.
- Familiar with various methodologies and terminologies, including but not limited to Agile and Waterfall.
- **Desirable.** Technical knowledge of Windows OS environments including Active Directory and Office 365.
- Autistic community focused with either knowledge of, or commitment to, developing respectful communications for autistic people and their families and carers.

Capabilities

- Communicates effectively, listens sensitively, and adapt communication to the needs of the audience.



- Ability to meet and exceed internal and external customer needs whilst cultivating relationships that secure commitment and trust.
- Ability to problem solve customer issues including displaying empathy and patience, and asking clear, concise, and targeted questions to enable identification of the issue, and ensuring that the solution is based on organisational policies and procedures.
- Ability to work autonomously as well as part of a team, working to achieve effective, productive, and collaborative relationships across the organisation.
- The ability to logically plan, organise and prioritise work to meet timescales and competing deadlines.
- Monitors performance and progress against objectives, taking action to ensure deadlines and outcomes are achieved, and managing personal time and resources effectively.
- Positive attitude with a can-do mindset and willingness to learn.
- High level of maturity and personal integrity, with personal drive and determination to deliver work on time and to a high standard.
- Intermediate to advanced skills in the use of Microsoft Office, CRMs (preferably Salesforce), and the utilisation of digital technology or the ability to rapidly acquire the knowledge and understanding.
- High level of maturity and integrity, with personal drive and determination to deliver work on time and to a high standard.
- Fosters an inclusive workplace where diversity and individual differences are accepted and valued.
- Ability to demonstrate alignment to the Amaze values which are: Community Centric, Collaboration and Partnership, Constructive and Solutions Focused, Determination and Independence, Evidence Informed and Outcomes Driven, Strengths Based.

Inherent requirements of the role

Amaze provides reasonable adjustments to its employees and will accommodate individual needs where practicable. However, some aspects of the role are non-negotiable. For this role, candidates are required to be able to:

- Work in an open plan environment if working at the Victoria St Office.
- Complete sedentary desk work at a computer.
- Work collaboratively as part of a team.
- Communicate verbally via phone, through video meetings, or in-person.
- Concentrate for extended periods of time, with support if required.
- Change tasks on request with little to no warning.

Other requirements

- A National Police Check and Working with Children Check is required.

