

# Amaze Position Description

Position title	Team
Intern – IT Support Officer	Digital & Technology Operations
Reporting to	Effective date
Team Leader – Digital & Support	May 2025
Hours	Position type
0.6 full-time equivalent (FTE)	12-month contract (fixed-term)
Salary	Location
\$60,000 - \$70,000 (pro-rata) + superannuation + salary packaging	Ground Floor, 678 Victoria Street, Richmond / Wurundjeri

## About Amaze

[Amaze](https://www.amaze.org.au) is a leading autism organisation driving change so that Autistic people and their families can live their best lives in a more autism inclusive Australia.

For more than 50 years, Amaze has been supporting Autistic people, their families, and the community. While based in Victoria, our reach is national, and we are the home of Australia's first-ever national autism helpline – Autism Connect. This service is free to any person residing in Australia.

We also work closely with governments, partner organisations, corporates and grassroots community groups and supporters across the country to deliver vital services and information to the autism community. Our focus also extends to assisting employers to create more autism inclusive workplaces that can sustainably support increased and improved employment of Autistic people. 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 that inform and drive systems-change.

Our vision is inspired, and our ambitions significant, but our five strategic priorities (2022-2026) – *Autism Assessment and Diagnosis, Education and Training, Employment, NDIS, Health and Mental Health* – reflect the areas that we believe will have the greatest opportunity for impact for Autistic people, their families and the community.

## Amaze's commitment to inclusive employment

We are committed to creating a diverse, inclusive and engaged workplace and are proud to be an equal opportunity employer. We recruit people from a wide variety of backgrounds, cultures and perspectives to help foster an environment that enables us to be bold, accepting of difference, embrace curiosity, reflective and initiate change in ourselves and others.

We can provide a range of supports and adjustments, starting from the recruitment process right through to ongoing employment. If you would like to enquire about the supports and/or adjustments available to you during the process of submitting your application or in general, please feel free to contact us by emailing [hr@amaze.org.au](mailto:hr@amaze.org.au) or calling (03) 9657 1600.

Amaze respectfully acknowledges the Wurundjeri Woi Wurrung peoples of the Kulin Nation as the Traditional Custodians of the land on which our office is based. We pay our respect to their Elders past and present and reflect on the continuing connection with Country and community. As an organisation, we embarked on our journey of reconciliation with First Nations peoples at the beginning of 2023. We are currently in the Reflect stage of our Reconciliation Action Plan journey and are deeply committed to creating a culturally safe and inclusive environment for First Nations peoples. You can read more about our reconciliation journey [here](#).

## About the team

The IT team sits under Amaze Support 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 supports IT functions to enhance the overarching Amaze strategy. In addition to internal support, the team also manages external IT providers and support for any outsourced work.

## About the role

The IT Support Officer will provide essential technical support to monitor, maintain and provide basic technical assistance for Amaze's IT and customer relationship management systems. This includes setting up new users to Amaze's systems and ensuring smooth operation of IT software. This role involves responding to support requests, maintaining IT assets, and assisting with IT security and compliance. Reporting to the Team Leader – Digital & Support, the IT Support Officer will play an integral role in fielding and trouble-shooting IT and CRM issues to system users. This position will also be integral in supporting Amaze's operational environment.

## What you'll be doing

### IT support

- Provide first-level technical support for hardware, software, and network issues via phone, email, and in person. Setting up new users to Amaze's systems and supporting their onboarding.
- Supporting Amaze's operating environment including proactively monitoring the dashboard for known issues and making sure Amaze's hardware is up to date with patches.
- Assessing issues and prioritising accordingly, this includes escalating issues to the rest of the IT team and the Digital & Technology Manager and third-party providers as appropriate.
- Supporting the Team Leader – Digital & Support in the procurement of hardware and setting up the hardware for staff.



- Providing basic IT training.
- Supporting IT setup for new staff members, including internal systems such as Salesforce.
- Supporting the onboarding and offboarding of internal and service partner staff.
- Assisting in investigating and reporting on new IT software's fit within the organisation.
- Working with internal teams to understand and document their requirements for any system changes as required.
- Provide system access to staff across all IT systems.
- Adjust staff system profiles.
- Maintenance of internal IT system registers.

### **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 or working towards in related field (e.g., Information Technology, Information Systems, Computer Science) and/or demonstrated equivalent experience.
- Ideally experience in providing IT support or knowledge in the technology space would be desirable.

#### **Knowledge**

- Sound knowledge and understanding of policies, licensing, and user set-up on key systems such as Microsoft.
- Basic knowledge and understanding of SharePoint and/or Salesforce.
- Understanding of the Australian Essential 8 Maturity Model for Cybersecurity.
- Familiar with various methodologies and terminologies, including but not limited to Agile and Waterfall.
- Technical knowledge of Windows OS environments including Microsoft Entra and Microsoft 365 tenancies.
- Ideally ability to hand code basic html and basic JavaScript.
- 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.
- Positive attitude with a can-do mindset and willingness to learn.

- The ability to quickly acquire an understanding in new technologies
- 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, this role is an office-based and/or a position that requires engagement with stakeholders and community, and some aspects of the role are non-negotiable.

For this role, candidates will be required to:

- work in an open plan environment when working from the Richmond / Wurundjeri office, and/or
- complete sedentary desk work at a computer, and/or
- work collaboratively as part of a team, and/or
- communicate via phone, through video meetings, or in-person, and/or
- attend all-staff meetings, mandatory organisational trainings and events, and/or
- concentrate for extended periods of time, with support if required, and/or
- change tasks on request with little to no warning.

### Other requirements

- Evidence of right to work in Australia if you are not an Australian citizen.
- Successful National Police Check (paid by Amaze).
- Successful Working with Children Check (paid by Amaze).
- Ability to occasionally work out of hours and travel interstate for events and meetings, as required.
- Please note, if you are notified by Amaze that you are the preferred candidate after the interview/s, you will be required to submit two references.

### Working with Amaze Benefits

There are lots of reasons why you should work with us. Here are just a few...

- Join a team of people passionate about driving positive change so that Autistic people and their families can live their best lives.
- Our culture emphasises kindness, respect, and inclusion. This includes actively engaging and supporting a neuro-divergent workforce and offering reasonable adjustments and flexible working arrangements.
- Access to a holistic employee assistance program (EAP) for staff and their household members.
- Personal and professional development opportunities.
- Generous salary packaging.
- Spacious offices in Richmond / Wurundjeri with the opportunity to engage in Victoria Gardens Corporate program including freebies, discounts, and offers.

