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| **POSITION:** | ICT Operations Support Officer |
| **CLASSIFICATION:** | SCHADS L3 |
| **REPORTS TO:** | Service Delivery Lead |
| **DATE CREATED:** | August 2025 |

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| **ORGANISATIONAL ENVIRONMENT** | | |
| MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.  With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.  Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way. | | |
| **DIVERSITY, EQUITY OF ACCESS, AND INCLUSION** | | |
| MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQA+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible. | | |
| **POSITION CONTEXT** | | |
| The ICT Operation Support Officer is part of the Customer Services team, who maintain the stability, efficiency, and effectiveness of IT operations across the organisation. This position provides Level 1 and Level 2 service desk responsibilities, ensuring proactive and reactive support to all MCM group business units. The role includes onsite and remote support for all MCM Group locations and team members.  This is a full-time hybrid role with up to 4 days based on site at various locations. Occasional out-of-hours work may be required for tasks such as hardware upgrades, software upgrades, deploying patches, and relocations. | | |
| **POSITION PURPOSE** | | |
| To provide customer focused ICT operational and customer service, ensuring that technical issues are logged, tracked, resolved, or escalated as required. This role provides operational support in accordance with service delivery standards and is responsible for ensuring timely and professional interactions with users across all levels of the organisation.  This role operates under general direction, applying sound judgement and discretion in the delivery of routine support tasks. It ensures positive user experiences, supports ongoing service improvements, and contributes to the organisation’s ICT service maturity.  In addition, this position is responsible for providing proactive and timely resolution of IT incidents and service requests in line with established Service Level Agreements (SLAs). The role supports business continuity by responding to technical issues, maintaining user satisfaction, and ensuring consistent IT support across all MCM locations. | | |
| **POSITION DUTIES AND RESPONSIBILITIES** | | |
| Duties of this role may include but are not limited to the following:  **Service Desk:**  • Deliver high-quality frontline ICT support for hardware, software, mobile devices, and cloud services across multiple sites.  • Act as a first point of contact for end-user ICT queries via phone, in-person, or through the service desk tool.  • Accurately log all incidents and service requests, resolving those within scope and escalating others appropriately.  • Provide general support for MCM-issued hardware and software including desktops, laptops, mobile devices, printers, and AV equipment.  • Assist with device deployment and user onboarding/offboarding, ensuring compliance with ICT standards.  • Assist with user account setup, password resets, and access provisioning.  • Maintain accurate records of incidents, service requests, and resolutions in the IT service management system.  • Collaborate with team members to ensure the completion of assigned tickets within Service Level Agreements (SLAs).  • Provide consistent communication with customers and follow up on outstanding tickets.  • Provide walk-up support on the ground as required, ensuring quick resolutions for urgent or in-person issues.  • Provide onsite support as required.  • Ensure a high standard of customer service, professionalism, and responsiveness in all user interactions.  **Operational and Application Support:**  • Provide operational support for hardware, software, and network systems.  • Troubleshoot issues with end-user devices, network connectivity, and peripherals.  • Deliver IT support both in-person and remotely across all MCM locations.  • Provide corporate application support to support first on fix resolution. Escalations will be provided as necessary to the application team,  **Documentation and Continuous Improvement:**  • Document support procedures and contribute to the maintenance of knowledge base articles  • Develop and update knowledge base articles to empower user self-service.  • Contribute to IT infrastructure projects, such as upgrades, migrations, and new implementations.  • Update and maintain comprehensive records of hardware and software assets.  • Create application-specific documentation to enhance user understanding and efficiency.  • Adhere to ITIL standards for incident, request, and problem management.  **Compliance and Security:**  • Ensure compliance with IT security protocols when managing accounts and access changes.  • Conduct regular audits of phone numbers and hardware inventory.  • Maintain adherence to Essential 8, NIST requirements, and other relevant compliance frameworks.  **Generic and Compliance Responsibilities**   * Work as a constructive team member, including building and maintaining positive interpersonal relationships. * Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance. * If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist. * Demonstrate MCM’s Values (detailed below). * Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, relevant service standards, and MCM’s Code of Conduct, and MCM’s Values. * Comply with MCM’s Employment Safety Screening Procedure. * Perform other duties and responsibilities within the scope of the employee’s skills, competence and training as directed by a person in any more senior role within MCM. | | |
| **KEY SELECTION CRITERIA** | | |
| **Essential:**  • Proven experience in IT support within service desk, customer service and operational roles, minimum of 2 years of experience.  • Strong technical knowledge of hardware, software, and basic networking.  • Excellent communication and problem-solving skills  • Ability to work collaboratively in a fast-paced support environment  • Demonstrated troubleshooting and resolution skills for remote and onsite issues.  • Demonstrated initiative, flexibility, and a commitment to continuous improvement  • ITIL certification or equivalent knowledge of ITIL processes.  • Ability to travel to various locations for onsite support.  • Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Driver’s Licence, and the right to work in Australia.  **Desirable:**  • Diploma or Degree in Information Technology.  • Microsoft Certified: Azure Administrator Associate.  Accreditations in Microsoft Azure and Office 365to do the task | | |
| **POSITION AUTHORITIES** | | |
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| **KEY RELATIONSHIPS** | | |
| This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include: | | |
| **Internal Relationships** | | * Manager Technology Operations, ICT Service Delivery Lead: Receive direction, report progress and escalate unresolved issues. * Customer Services \ Field Services\ Infrastructure\ Team: Collaborate to ensure seamless service delivery and resolve infrastructure issues. * MCM Group All Business Units: Provide tailored IT support to meet specific departmental needs. * MCM\ Hester Hornbrook Academy (HHA) Teachers \ Staff \ Students * Customers: Support staff across all MCM locations to ensure efficient IT operations and enhanced user experiences. |
| **External Relationships** | | External Vendors |
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| **OUR VALUES** | | |
| Employees are expected to commit to and demonstrate MCM’s values: | | |
| Together | We are inclusive and accepting of differenceWe work in highly effective teams and our people are connected across our organisationWe engage proactively with others to deliver outcomes | |
| Courageous | We speak up constructively in line with our convictionsWe pursue our goals with determinationWe are passionate about our advocacy role | |
| Curious | We are inquisitive and ask whyWe challenge the status quoWe actively explore the alternatives | |
| Open | We are transparent and have genuine, honest interactionsWe listen and hear people’s voicesWe value and respect the autonomy of clientsWe trust one another | |
| Accountable | We act safely in all our interactionsWe manage within our financial and resource boundariesWe own our outcomes and decisionsWe are proud of the work that we do | |
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| **ORGANISATIONAL REQUIREMENTS AND COMMITMENTS** | | |
| **Child Safety & Safety of Vulnerable People**  MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:   * Comply with the Child Safe Standards at all times. * Maintain a safe environment in which children and vulnerable people are safe at all times. * Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.   **Workplace Health & Safety**  MCM’s has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:   * Comply with all MCM policies related to Occupational Health and Safety in the workplace. * Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee’s acts or omissions in the workplace. * Immediately report to MCM any hazards or incidents.   **Code of Conduct and Operational Accountability**  MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:   * Operate within the requirements of MCM’s accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.   **Position Description Maintenance**  Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:   * Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions. * Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements. * Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement. | | |