

Position Description

Position title	ICT Support Officer	Salary Range	
Reporting to	ICT Manager	Position Level	3
Term	2 year contract with view to extension; hourly rate contractors will be considered for a term of 12 months	Financial Delegation	TBA
Division	Knowledge and ICT Services	Position Approved by	CEO
Number of direct reports	Nil	Approval Date	

The Global CCS Institute Objective

The Global Carbon Capture and Storage (CCS) Institute works collaboratively to build and share the expertise necessary to ensure that carbon capture and storage (CCS) can make a significant impact on reducing the world's greenhouse gas emissions.

The Institute connects parties around the world to address issues and learn from each other to accelerate the deployment of CCS projects through the sharing of knowledge, fact-based advocacy and assisting projects.

Purpose of the position

This role will be responsible for helping to manage the Institute's ICT environment, through desktop support, server management and application management.

Key Responsibilities

- ICT Operations assistance
- Desktop and SOE support
- Mobile device support
- Issue resolution
- Operational vendor management

Key Role Competencies

- Effective written and verbal communication skills and the ability to assimilate complex instructions and make reliable interpretations.
- High level of self motivation and standards with the ability to multi-task; balancing "analysis" with "doing".
- Enthusiasm and demonstrated passion and understanding of issues related to sustainability, climate change and knowledge sharing.
- Is tactful, diplomatic and works with integrity, honesty and respect for others.
- Demonstrated knowledge of quality standards, legislation and best practice.
- Adaptable, able to prioritise and work under pressure to meet deadlines.

Institute Core Competencies

- Sharing of knowledge (Level: Skilled application): Proactively shares and leverages own knowledge with colleagues, members and stakeholders. Identifies and addresses information gaps to build the Institute's capabilities.

- People management (Level: Effective application): Manages the development of self and others to enhance individual performance and the people capabilities of the Institute. Channels differences and conflict constructively to develop positive working relationships and enhance performance.
- Communication (Level: Effective application): Communicates effectively via multiple media to promote understanding and appropriate action across diverse audiences and situations.
- Planning & organising (Level: Effective application): Establishes, supports or implements processes that efficiently and effectively sequence identified tasks. Allocates resources appropriately towards achievement of the Institute's objectives.
- Delivery orientation (Level: Skilled application): Identifies, anticipates and articulates member or internal customer needs; is responsive to meeting these needs in an appropriate timeframe and manner. Appreciates that a service delivery mind-set is a critical part of the Institute's success.
- Conceptual thinking & innovation (Level: Effective application): Applies new perspectives to existing problems; identifies trends/patterns and proposes novel forms of analysis and explanation.
- Influencing & advocacy (Level: Effective application): Achieves stakeholder support and backing through the active and positive promotion of the Institute, its objectives and the value of CCS as a climate change solution.
- Team working & collaboration (Level: Effective application): Participates fully as a team member or leader in the pursuit of common goals, rather than working in isolation or competitively. Collaborates effectively across team, with other individuals and stakeholder groups in the Institute and externally.

Experience & Educational Requirements

Essential:

- Experience in desktop-level support for the windows platform
- A minimum of three years relevant professional experience in supporting one or more of the following: Microsoft OCS/Lync 2010 communications solutions, Microsoft Exchange 2010 Unified Messaging solutions, Microsoft Dynamics CRM solutions and Microsoft SharePoint 2010 solutions
- Experience in Windows server management and administration

- Relevant professional experience in tracking, auditing and managing ICT software and hardware assets
- Demonstrated ability to configure, support, provision and manage ICT products and services across all the Institute's technology platforms

Desirable:

- Experience with supporting mobility solutions (e.g. apple, blackberry) in a corporate environment
- Experience in Linux server management and administration
- Network support and administration
- Relevant professional experience in developing or significantly contributing to ICT policies and procedures
- Relevant professional experience in the following minimum ITIL areas: Service Desk, Change Management and Configuration Management

Key Relationships

Internal Stakeholders

ICT Team

Knowledge Management Team

All internal staff

External Stakeholders

Members

Network members (projects)

Consultants

General Public