POSITION DESCRIPTION

IT COORDINATOR

ROLE TYPE| *1.0 FTE, ONGOING*

TEAM| *BUSINESS OPERATIONS*
LOCATION| *AUSTRALIA*
MANAGER| *HEAD OF IT*
DIRECT REPORTS| *N/A*

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WHO ARE WE| A FOR-PURPOSE ORGANISATION

VISION
CCS is an integral part of the net-zero emissions future.

MISSION
To accelerate global deployment of CCS.

"We champion a sustainable future with global collaboration on CCS."
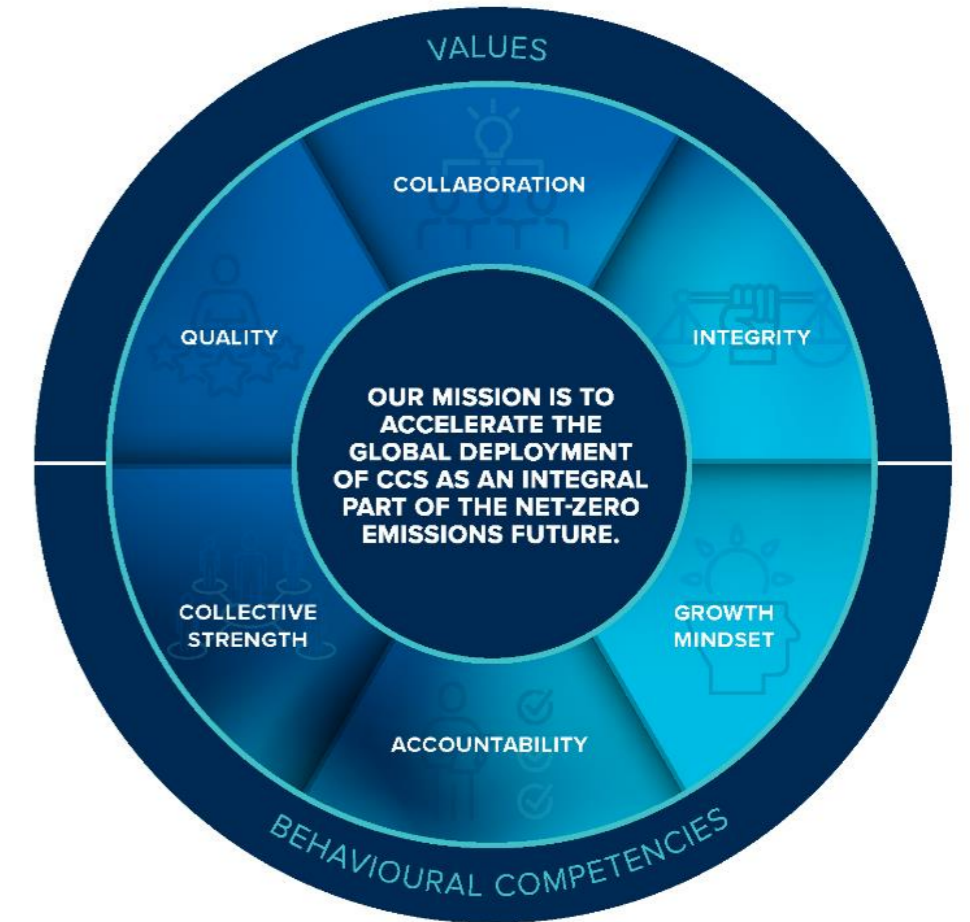
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WHAT ARE WE| AN INTERNATIONAL THINK TANK

Over 200 members across governments, global corporations, private companies, research bodies and NGOs, all **committed to a net-zero future**.

Approximately 60 staff globally; Office locations include Melbourne (Head office), Houston, Washington D.C., London, Brussels, Abu Dhabi, Beijing, and Tokyo.

Collectively, our CCS subject matter expertise spans (a) carbon capture, transport, and storage technologies, (b) CCS policy, legal, and regulatory frameworks, and (c) CCS finance and economics.

Together, reinforced by our **Values** and **Behavioural Competencies**, we lend our skills and expertise to tackling the climate change challenge by **delivering impact for CCS**, changing the world for the better.

VALUES

COLLABORATION

INTEGRITY

QUALITY

OUR MISSION IS TO ACCELERATE THE GLOBAL DEPLOYMENT OF CCS AS AN INTEGRAL PART OF THE NET-ZERO EMISSIONS FUTURE.

COLLECTIVE STRENGTH

GROWTH MINDSET

ACCOUNTABILITY

BEHAVIOURAL COMPETENCIES

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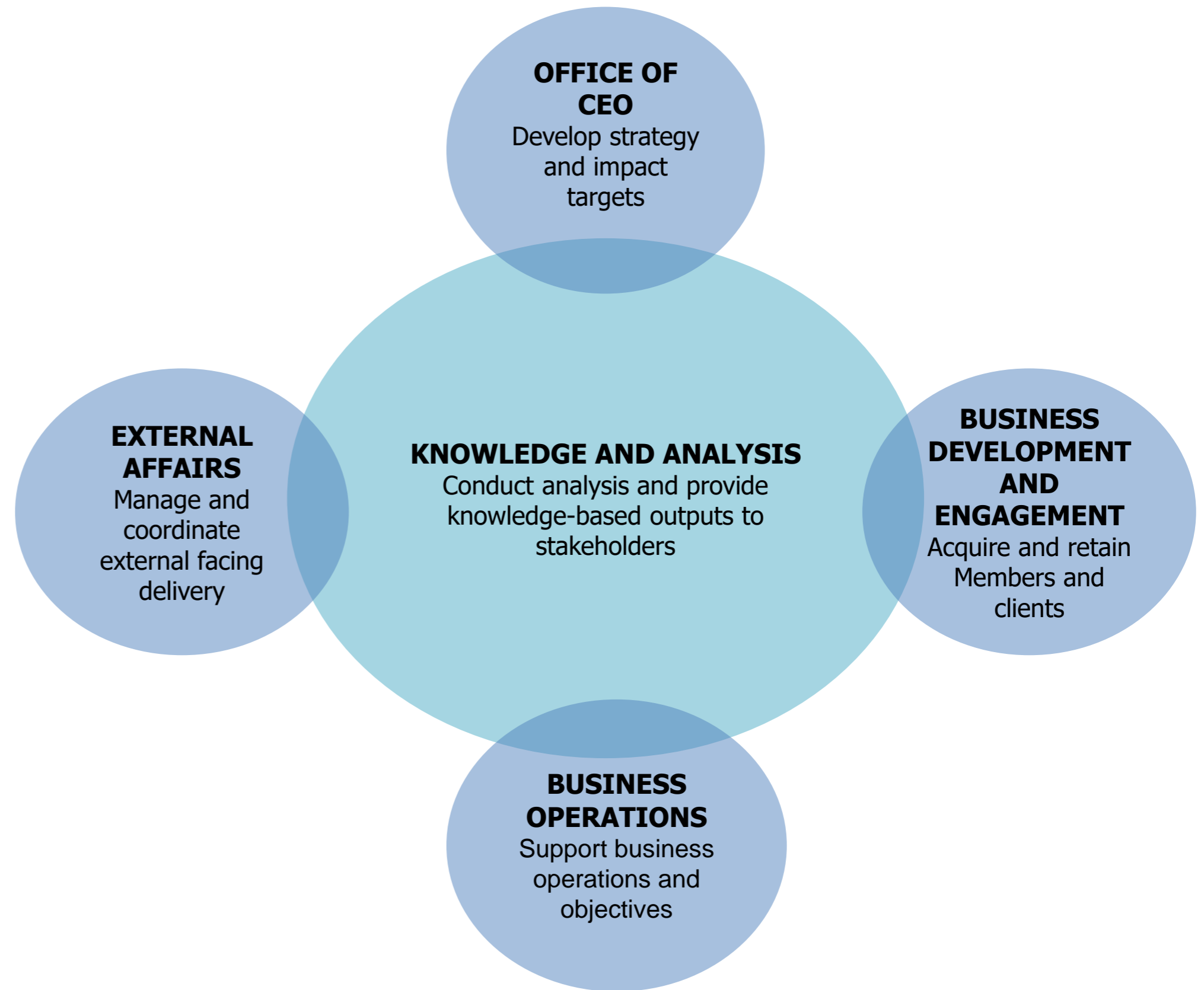# HOW WE OPERATE| VALUES AND BEHAVIOURAL COMPETENCIES

Our **Values (Quality, Collaboration, Integrity)** underpin the way we do things at the Institute and guide us internally in our day-to-day work. Our **Behavioural Competencies (Collective Strength, Accountability, Growth Mindset)** complement our Values with the aim to amplify each aspect and are essential to ensure we deliver impact for CCS.

Quality
- We strive for excellence in all that we do. We are a trusted, knowledgeable and responsive organisation known for exceptional advice and service delivery.

Collaboration
- We work cooperatively and our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.

Integrity
- We hold ourselves to the highest standards in all we do. Our actions and communications are responsive, ethical and respectful of diversity.

Collective Strength
- You actively develop and leverage the Institute's collective strength.

Accountability
- You hold yourself and others accountable.

Growth Mindset
- You seek ways to continuously learn and improve.

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OUR TEAMS

HORIZONTAL MINDSET

"We do our best when we work together. By adopting a horizontal mindset, we operate as one team with a shared purpose to create impact for CCS."

OFFICE OF CEO
Develop strategy and impact targets

EXTERNAL AFFAIRS
Manage and coordinate external facing delivery

KNOWLEDGE AND ANALYSIS
Conduct analysis and provide knowledge-based outputs to stakeholders

BUSINESS DEVELOPMENT AND ENGAGEMENT
Acquire and retain Members and clients

BUSINESS OPERATIONS
Support business operations and objectives

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HOW YOU CONTRIBUTE

The Business Operations Team aims to support strategic and operational business goals by managing and leveraging technology to enhance efficiency, productivity, and innovation while ensuring IT security in a collaborative work environment.

The IT Coordinator assists and supports the IT team and staff in administering IT services and systems efficiently and effectively, in support of achieving the Institute's mission.

KEY RESULTS IN PRACTICE

- Issues and tasks are resolved and completed timely, using best available solutions that meet end users' expectations.
- On-time deployment of IT tools of trade for new hires, facilitating onboarding.
- IT inventory is up-to-date through regular coordination with regional admins, service providers, and IT Team.
- Standard Operating Environment (SOE) is maintained and up-to-date with regular training and timely systems updates.
- End users are supported, trained, and coordinated with the latest business systems updates.
- Potential threats and risks are flagged with the Team through continuous monitoring of security, devices, and activity logs.
- Demonstrated communication and collaboration across functions to identify solutions, innovate, and support each other via active participation in team meetings, emails, Teams, etc.

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CONTRIBUTIONS IN PRACTICE

- Support the Head of IT and the IT team on tasks, projects, and initiatives.
- Deploy computers and accessories to new staff and coordinate overseas deployments with the Global Administration Team.
- Provide support and coordination for critical end-user issues and service desk matters when required.
- Proactively participate in security routine checks and log monitoring, addressing end-user and application-related issues.
- Maintain, administer, and monitor IT inventory to ensure all records are up-to-date.
- Prepare user guides and aid in the review and upkeep of existing documentation alongside the IT team.
- Deliver/install and support basic IT tools and applications.
- Assist in the management of backend systems, such as Azure and M365 for high availability.
- Stay updated with the latest technologies for enhanced expertise and informed support.
- Collaborate with the Global Administration Team and end users for training, communication of updates, and essential task completion.
- Contribute to the Institute's culture by embodying our Values and Behavioral Competencies.
- Other relevant duties as required.

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YOUR CAPABILITIES

Qualifications

- Tertiary qualifications in Information Technology and/or equivalent experience

Attributes

- Adaptable
- Collaborative
- Detail-oriented
- Curiosity
- Humility
- Self-motivated
- Dependable

Skills

- Technical proficiency in Microsoft technologies: Office 365 and Microsoft 365
- Windows 10/11 operating systems
- Customer/end-user IT support
- Basic knowledge of Azure, and collaborative platforms, including Teams and SharePoint
- Documentation skills
- Verbal and written communications
- Basic proficiency in IT security
- Elementary understanding of programming and scripting

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