

Position Title:	DTI Support Officer
Job Type:	Full-time
Region:	Rockhampton, Queensland
Facility:	Ward Street, Shared Services
Closing Date:	26 April 2021
Salary:	Level 3 Administration <i>MH&ACCQL – Administration and Support Services – Enterprise Agreement 2015 - 2016</i> Currently attracting a minimum hourly rate range of \$31.78 - \$33.05
Reporting to:	IT Operations Manager, Central Queensland

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About the role

Mater Central Queensland look forward to an experienced and customer focussed DTI Support Officer to join our Digital Information and Technology team to support our system, application, hardware and other associated services and the end-user experience.

The DTI Support Officer will be entering this role at an exciting and critical time for Maters Central Queensland as we transition to single system platforms and harmonisation of processes.

What you'll be doing

The key duties will include:

- Provide a timely, effective and customer focussed DTI support service to all service consumers;
- Accept DTI Helpdesk service calls, log and classify to the DTI Service Desk system appropriately;
- Respond to tasks reported through the organisational DTI Service Desk by way of completion or delegation where appropriate and follow up where required;
- Diagnose hardware and software problems and replace defective components in consultation with senior members of the team;
- Collaborate with DTI team members to provide end-user support and issue resolution;
- Install, maintain, troubleshoot and upgrade computer hardware and software, computer networks, peripheral equipment, and operating systems as directed and supervised by the IT

Operations Manager, or other designated authority, in accordance with standard business and administrative packages;

- Make hardware and software acquisition recommendations including helping users assess needs and providing justification for equipment and services;
- Maintain contemporary knowledge of hardware, software and network technology and recommend modifications as necessary; and
- Contribute to the documenting of Help Desk work items and knowledge articles.

About you

Though qualifications are highly desired it will be your demonstrated experience that will set you apart. You will be positive, pragmatic and creative in the DTI customer support space. You will be able to work autonomously as well as within a multi-faceted skilled team. Other features include:

- Experience supporting desktop standard operating environments;
- Having effective customer service and communication skills; and
- Experience working in a DTI support or customer service role.

Other information

- Core working hours are from Monday to Friday though some outside of hours work and/or on-call may be necessary to support service delivery goals;
- We offer a range of staff benefits including tax free threshold salary packaging of up to \$9,095 per annum, health fund premium discounts and discounted fitness and leisure outlets; and
- Preferred candidates would have Australian Citizenship or Residency.

Position Description

Position Title: Recruitment Specialist			Agreement: Administration and Support	
Location: Rockhampton			Classification: Level 4	
Ministry/Business Stream: Human Resources			Reports Authority: Human Resources Manager	
Original Date: 02/21	Version No: 1	Revision Date: 00/00	Position No.: 102477	Page 3 of 5 Page/s

1.0 Behavioural Standards:

The Recruitment Specialist shall adhere to the Mater behavioural standards that include the Mater Mission, Values and Code of Conduct as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and action, and holding self and others to account for these standards.

2.0 Position Statement:

As a member of the Human Resources team, the Recruitment Specialist will be responsible for the delivery, or coordination, of end-to-end recruitment campaigns in collaboration with Hiring Managers and facility Leadership members. The Recruitment Specialist will maintain and analyse resources that accurately reflect currency of workforce establishment and adopt strategies to source appropriately skilled candidates.

3.0 Key Effectiveness Areas:

- 3.01 Mission & Values
- 3.02 Recruitment Specialisation
- 3.03 Workforce Establishment
- 3.04 Other Responsibilities

4.0 Key Position Responsibilities:

4.1 Mission and Values

- Promote and adhere to the Mission and Values of Mater Misericordiae Limited;
- Participate in Mater celebration and traditions; and
- Attend Mission in-service when required.

4.2 Recruitment Specialisation

- Collaborate with Hiring Managers to ensure all recruitment processes are legislatively compliant and merit based with regard to any diversity initiatives;
- Establish and utilise the appropriate methods and mediums to recruit and network with potential candidates with particular regard to Mater branding and identity;
- Support Hiring Managers, with regard to their professional capacity and level of expertise, with end-to-end recruitment processes extending to candidate acknowledgement, screening, interview questions, selection panel participation, etc.;
- Coach and/or train Hiring Managers on the application of appropriate and effective recruitment practices and systems that align with Mater policies and procedures;
- Plan and develop recruitment strategies to meet workforce needs in consultation with facility Leadership and the Human Resources Manager;

- Manage external agency partnerships for short-term and permanent labour sourcing and appointments;
- Collaborate with Branding and Marketing to enhance candidate appeal and strengthen identity;
- Maintain contemporary knowledge of the various Visa conditions applicable to candidacy presentations and employees throughout their tenure with Mater and prepare and submit applications on behalf of Mater;
- Maintain a register of employees subject to Visa arrangements and review work practices to ensure Mater is compliant with conditions associated with applicable Visa working conditions;
- Undertake data collation and/or analysis for the purposes of contributing to Human Resource reporting requirements, whether scheduled or ad-hoc, as required;
- Review the efficiency of recruitment and onboarding processes in consultation with the Human Resources Manager and ensure associated material remains current and relevant whilst maintaining a high standard of consumer expectation and satisfaction; and
- Contribute and participate in any projects associated with recruitment processes or systems as required.

4.3 Workforce Establishment

- Develop, implement and maintain systems and processes that ensure currency of the workforce positions, structures and associated data in collaboration with Payroll services;
- Review allocation of budgeted labour resources for cost centres and skillmix against labour commitments by way of effective and meaningful staff establishment resources; and
- Provide appropriate resources, advice and support to Managers in the identification and allocation of available labour resources within budget and/or approval parameters.

4.4 Other Responsibilities

- Accept, adhere and promote workplace safety in accordance with the relevant legislation, standards, policies, procedures and model guidelines that promotes 'zero harm' for staff and 'zero preventable harm' for patients;
- Participate in creating an environment that strives for customer satisfaction;
- Participate in meetings and forums as required;
- Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Fulfil required corporate, mandatory and professional development and competency requirements within stipulated timelines;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of Mater and your employment location; and
- Undertake other duties/responsibilities as directed by your direct Reporting Authority or other designated authority(s).

5.0 Qualifications and Experience:

Essential qualifications

5.1 N/A;

Desired qualifications

5.2 Tertiary qualifications in Human Resources, or similar;

Experience

5.3 Previous experience working autonomously in a commensurate role (health care environment would be highly desired);

5.4 Negotiating favourable contractual terms and conditions, including rates, with external labour providers;

Skills & Knowledge

5.5 Excellent literacy, communication and interpersonal skills;

5.6 In-depth knowledge of full cycle recruitment processes and candidate selection methods; and

5.7 Digital and computer proficiency.