

<b>Position Title:</b>	Digital Technology and Information Support Officer
<b>Job Type:</b>	Full-time
<b>Region:</b>	Mackay, Queensland
<b>Facility:</b>	Mater Private Hospital Mackay
<b>Closing Date:</b>	26 November 2021
<b>Salary:</b>	Level 3 Administration Employee MH&ACCQL – Administration and Support Services – Enterprise Agreement 2015-2016 Base hourly rate range of \$31.78 - \$33.05 per hour. Exclusive of superannuation. Applicable hourly rate is commensurate to qualifications and experience.

#### ENQUIRIES CONTACT

**Enquiries Contact:** Steven Hughes, Service Delivery Manager – Regional Support  
**Email:** [Steven.Hughes@mater.org.au](mailto:Steven.Hughes@mater.org.au)

#### About the role

Mater's Central Queensland look forward to an experienced and customer focussed Support Officer to join our Digital Information and Technology ("DTI") 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 Mater's Central Queensland as we transition to single system platforms and harmonisation of processes.

The DTI Support Officer will attend and respond to DTI system, application, hardware and other administration service calls and enquiries to support users. The DTI Support Officer will also support the overall DTI team in meeting any project and/or service delivery goals.

This is an exciting career opportunity to work for one of the leaders in healthcare in Queensland.

This role is **permanent full-time**. Mater are open to negotiating a flexible work environment.

If you are not familiar with Mater Private Hospital Mackay or the Mackay region, checkout the following links, including our Facebook page:

- <https://www.mater.org.au/health/hospitals/mater-private-hospital-mackay>
- <https://www.facebook.com/MaterMackay/>
- <https://www.mackayregion.com/> and <https://www.mackay.qld.gov.au/>

#### What you'll be doing

The key duties will include, but not limited to:

- 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:

- Being a self-starter with the ability to troubleshoot unfamiliar problems;
- Experience supporting desktop standard operating environments;
- Having effective customer service and communication skills; and
- Participating in an on-call roster and work outside of ordinary hours when required. This includes weekends;
- the ability to manage your time effectively to meet deadlines and recognise priority tasks;
- Being fully vaccinated against COVID-19 and providing appropriate evidence as prescribed by [Services Australia](#) prior to commencement; and
- Australian Citizenship, permanent residency or a current work Visa with no restrictions.

## Interested?

To apply: go to <https://www.seek.com.au/job/54896316>

**\*\*\*All applications must be submitted via SEEK and not directly to an internal source\*\*\***

**\*\*\*Mater will not accept CVs or introductions from Agencies except on invitation. Any unsolicited introductions will not be considered as valid for the duration of this campaign\*\*\***