

**Position:** Information Technology Officer

**NPYWC Program:** Directorate

**Employment Details:** Full time – fixed term (18 months)

**Location:** Based in Alice Springs with occasional travel to NPY Lands

**Base Salary:** \$84,189.33 - \$95,299.65 (negotiable based on experience) with additional benefits.

## What we do:

We are an Anangu-led organisation, governed by women's law, authority and culture. We deliver health, social and cultural services for all Anangu.

## Our Values:

We believe in the strength of Anangu people, culture, and the collective agency of women. We are dedicated to delivering more and better choices for our communities. We are committed to Malparara way – a cross-cultural practice framework specific to NPYWC that respects the contribution Anangu and non-Indigenous people, working alongside each other, bring to the organisation

We are a trauma-informed organisation and this guides our work.

## Your Team:

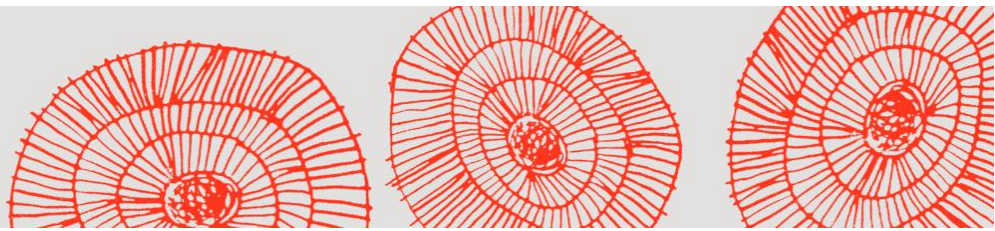
The Directorate Team ensures the voices of Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) women of the NPY region in central Australia are heard and strategic understanding executed. The Directorate Team leads the executive management responsibilities of the organisation working in close consultation with elected Directors of NPY Women's Council.

## Your Role:

In conjunction with the IT manager and the CEO, you will contribute to the strategic direction of the organisation's IT infrastructure in-keeping with the Directorate Team's Operational and Risk Management Plans as well as NPYWC's Strategic Plan and related policies.

## Your Responsibilities:

- Provide excellent customer service via IT helpdesk support and user training
- Update, maintain and make any necessary adjustments to the organisations databases (Communicare and SQL), provide initial training to workers, distribute updates and design reports as requested
- Provide support for NPYWC's web site Install and configure desktop computers and application software



- Take remedial as well as pre-emptive steps to ensure NPYWC's IT systems are functional and secure at all times
- Write, review and maintain procedures applicable to the role such that they reflect the current procedural practices and are readily available
- Proactively develop and maintain sound working relationships
- Fill in for the IT manager as required
- Ensure the organisations IT systems are well protected and service delivery is seamless
- Ensure internal and external stakeholders are responded to in an efficient, polite and friendly manner leading to a high level of client satisfaction
- Ensure procedures and records are managed and kept up to date in accordance with the organisations policies, procedures and practices and in line with funding agreement and legal requirements
- Ensure day-to-day duties are carried out in a timely and effective manner, including cost effectiveness

## **Skills and Experience:**

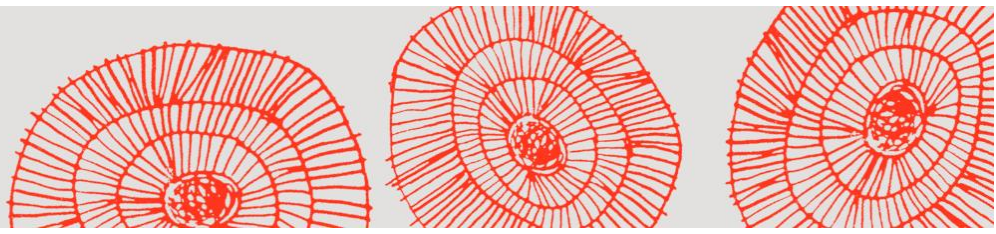
- Experience in the following:
  - Helpdesk support
  - Microsoft Windows Server and Workstation
  - Office Suites
  - Backup systems
  - Security and firewalls
  - Networking and wireless connectivity
  - Troubleshooting for a range of electronic devices
- Database experience (SQL) and a desire to develop skills in this area
- Exemplary customer service skills including a strong desire to help people, the ability to hone in on an issue and the flexibility to adjust responses to suit the to the situation
- Demonstrated excellent time management and organisational skills including an ability to set priorities and work with minimal supervision
- An ability and willingness to work co-operatively in a small team

## **Qualifications:**

- Tertiary qualifications in a related field

## **Remuneration:**

- Base Salary: \$84,189.33 - \$95,299.65 per year.
- 12% Superannuation
- Generous Leave Entitlements
- Salary Packaging Benefits
- Retention Bonus



## Employment Conditions:

- Work in a manner consistent with NPY Women's Council Values, Code of Conduct, Rules and advocacy positions.
- Follow and work within NPY Women's Council policies and procedures.
- Be responsible and accountable for your own and others health, safety and wellbeing.
- If applicable, the employee will provide the highest standards of service to clients at all levels by modelling service excellence that meets the needs of clients and enhances the profile of NPY Women's Council.
- Some positions will require working in remote communities for extended periods and out of hours' work requiring overnight absences.
- Remote positions include accommodation. Usually this is stand-alone accommodation, however from time to time, based on accommodation and service delivery demands, this situation may change and staff may be required to co-share a NPYWC leased or owned property.
- Every employee is required to have (or willing to obtain) a current and valid criminal history check, and if applicable, a Working with Children Check.
- We require all staff to have a current Australian manual driver's licence.
- A current First Aid certificate or a willingness to undertake training.
- Experience in operating a manual 4WD vehicle or a willingness to undertake training.
- A good level of health and fitness that matches the requirements of the role. If so required by NPY Women's Council you may be required to undergo a pre-employment medical assessment.

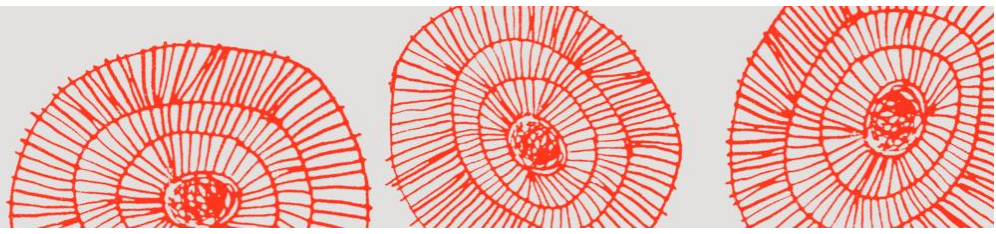
**We are committed to building a respectful and inclusive workplace, appointing the best person for the role and supporting diversity.**

**All information will be held in the strictest of confidence.**

To find out more about this position, please contact Grant Anderson, IT Manager on 08 8958 2332 visit <https://www.npywc.org.au/jobs/> for more information about the role and what it's like to work for us.



Ngaanyatjarra  
Pitjantjatjara  
Yankunytjatjara  
Women's Council



#### ACKNOWLEDGEMENT FOR RECEIPT OF POSITION DESCRIPTION

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Employee Name (Please Print)

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Employee Signature

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Date