

Position Description



Position title: Desktop Support Analyst
Section: Corporate Services
Reports to: Technology Coordinator

The Australian Dental Council (ADC) is the independent accreditation authority that has been assigned the accreditation functions for the dental professions by the Dental Board of Australia under the National Registration and Accreditation Scheme.

The ADC was founded in 1993 and has a proud history of accrediting programs of study for the dental professions and for the assessment of overseas-trained dental practitioners wishing to practice in Australia.

The ADC is a not-for-profit registered charity with the Australian Charities and Not-for-profit Commission (ACNC).

Vision

To be a leader in accreditation and assessment nationally and internationally.

Strategic aims

Social Accountability: The ADC makes decisions that are ethical, safe and minimise environmental impact.

Leadership: The ADC participates in activities that demonstrate its leadership in accreditation and assessments.

Innovation: The ADC is curious and actively seeks new opportunities through pursuit of innovation and quality improvement.

Capability: The ADC invests in its people and systems to achieve its aims, build resilience and adaptability.

Values

Ethical, respectful, fair, transparent, independent, supportive, collaborative and innovative.

Primary purpose for this position

Reporting to the Technology Coordinator, the Desktop Support Analyst is responsible for maintaining and supporting the ADC's technology systems across a range of platforms. The Desktop Support Analyst will also provide technical support to all ADC staff, while working with external vendors and stakeholders to provide reliable technology networks and systems.

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Key responsibilities and duties

Key result area	Key responsibilities and duties
System Support	<ul style="list-style-type: none">• Provide helpdesk and desktop support to ADC staff members, stakeholders and visitors.• Assist in resolving Technology problems experienced by the examination centre during a practical examination.• Manage the onboarding and offboarding of ADC staff.• Investigate and resolve Technology software and hardware incidents and service requests in a timely manner.• Support fleet of computers, tablets, phones, and A/V equipment.• Implement software updates and system configurations.
Infrastructure, Equipment and Processes	<ul style="list-style-type: none">• Upgrade Technology systems as required, to ensure a stable and secure Technology environment.• Support all end-user computers, Microsoft 365 and Active Directory environments.• Assist with the administration of the ADC's Technology systems, software and services, including some Server, Network, SharePoint and CRM systems both on-premise and the cloud.• Administer the primary ADC website, including hosting and CMS support.• Backup administration, ensuring safe storage and retrieval of data from backup systems.• Ensure key systems are running healthy and secure by monitoring, patching and troubleshooting.
Administration	<ul style="list-style-type: none">• Assist in the implementation and maintenance of all Technology documentation.• Produce regular reports/communications on Technology functions as required.• Liaise with external stakeholders and vendors as required, by raising tickets and seeking assistance in the resolution of issues across Technology systems and services.• Ensure technology documentation is written, updated and maintained.• Other duties as required.

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Skills, qualifications and experience

- Certificate 4 in IT, CompTIA or an Undergraduate qualification in computer science, or equivalent (preferred)
- Skills managing cross-vendor end-user devices.
- Experience in providing technical support and troubleshooting technology systems.
- Ability to learn quickly and stay relevant with new software and technologies.
- Excellent customer service skills in developing effective working relationships with staff and stakeholders at all levels.
- Ability to follow instructions and work effectively, individually and as part of a team.
- Ability to maintain composure and perform well under pressure and during difficult circumstances when there is an operational crisis.

Technical Skills and Knowledge

- Cross platform end-user support in a Microsoft Windows, and macOS environment.
- Understanding of Server environments and concepts, including AD, DHCP, DNS, GPO.
- Knowledge of networking protocols and configurations (LAN, WAN, DNS, DHCP, TCP/IP).
- Managing cloud based Microsoft 365 products including Office 365.
- Audio / Visual and VoIP Phone Systems support.
- Management CMS websites.
- Knowledge of scripting, and automation.
- Virtualisation technologies (VMware)
- Backup processes and management (Veeam).

Workplace health and safety responsibilities

All staff are required to take reasonable care for their own health and safety and that of others who may be affected by their conduct, including:

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- Participating in the development of a safe and healthy workplace.
- Complying with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operating with management in its fulfilment of its legislative obligations.
- Taking reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- Reporting any injury, hazard or illness immediately, where practical to their supervisor.
- Not placing others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

In addition, each staff member is expected to:

- Work to gain the respect and active cooperation of the team and other staff.
- Demonstrate and lead by example, the business values of the ADC.

Further information can be found in the ADC's WHS policy.

Incumbent:

I acknowledge that I have read, understood and accept this job description.

Signed _____

Date _____