

IT SUPPORT OFFICER (VOLUNTEER INTERN ROLE)

The IT support officer role, located in Head Office, ensures the provision of superior member and internal customer service through the maintenance, enhancement and efficient operation of IT functions. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with Cultural Infusion's strategic plan, IT plan and regulatory responsibilities.

Cultural Infusion is a national artist management social enterprise, specialising in providing cultural arts and performance-based programs to the education, community, and youth sectors. Operating since 2003, CULTURAL INFUSION is internationally recognized for creating and managing exceptional events, workshops and festivals that utilize the arts, culture, entertainment and creative theming to produce a first class experience.

Position summary:

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Role may include the following activities:

- installing and configuring computer hardware, software, systems, networks, printers and scanners
- planning and undertaking scheduled maintenance upgrades
- talking to clients and computer users to determine the nature of problems
- responding to breakdowns
- investigating, diagnosing and solving computer software and hardware faults
- repairing equipment and replacing parts

- obtaining replacement or specialist components, fixtures or fittings
- checking computer equipment for electrical safety
- maintaining records of software licences
- managing stocks of equipment, consumables and other supplies.

Shift and on-call work may be required, particularly where computing equipment is in continual 24-hour operation

Key selection criteria (indicative only for volunteers/interns)

- Experience with AD, DNS, MS Server 2012R2 and CISCO Switching and routing

Display confidence when dealing with people, with well-developed written and verbal communication skills

- Communicate well with staff, exhibiting excellent listening skills
- Demonstrate high standards of professional behavior when dealing with staff and
- Ability to investigate issues and requirements and identify and prioritise appropriate solutions
- Be well presented exhibiting a professional appearance
- Adapt and adjust to change and its processes, constantly seeking process improvement
- Ability to work in a flexible environment
- Ability to maintain detailed and accurate records
- Offer assistance to other employees in use of various technologies
- Ability to build professional relationships with staff throughout the branch network
- Demonstrated interest in technology

Other essentials:

- Well presented with a positive personality
- Efficient and welcoming manner and excellent interpersonal skills
- Flexible attitude and happy to do any task that might come your way
- Interest in Performing Arts, Music, Culture and Education.

- Experience working independently and enjoy doing so
- Good common sense, initiative, ability to work effectively in a busy and demanding environment.
- Good attention to detail
- Excellent multi-tasking ability
- Enjoy working in a creative environment with performing artists

Desirable:

- Experience working with people from Non English Speaking Backgrounds
- Experience working with community organizations, local government and a variety of other organizations.

Intern Work Hours:

9am to 5.45pm Monday to Friday, located at 138 Cromwell St, Collingwood, VIC, Australia. Position reports to CEO. The successful applicants will occasionally be required to work on weekends and after normal business hours.