



## Position description

Title:	<b>IT Support Specialist</b>
Group/Branch:	Business Services – Information Technology
Status:	Full Time
Location:	Emerald – travel to other sites required
Reports to:	IT Manager
Direct Reports:	Nil
Hours/Days of Work:	10 days per fortnight, including weekend work as rostered – some after hours work may also be required
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and periodic checks as per policy Completed Category 3 National Standard for Health Assessment of Rail Safety Workers

### Job Purpose

The IT Support Specialist works as a key member of the Puffing Billy Railway IT Team, to provide comprehensive technical support, ensuring the seamless operation of all IT systems and infrastructure, offering helpful, timely and proactive assistance to maintain a positive user experience, and minimise disruptions to relevant stakeholders throughout the rail corridor.

This role is the first point of call for managing, prioritising, monitoring, and addressing IT queries and issues (Level 1 & 2 Support), in addition to involvement with systems administration and support of specific IT projects within the team as required.

### Key Duties & Responsibilities

- Respond to requests for technical assistance in person, via phone and electronically.
- Deliver quality technical support across a wide range of hardware and software systems.
- Track/log/detail all IT requests, recording follow-up and close out of issues within the Helpdesk system.
- Research questions using available information resources.
- Application & Booking System Support and Administration.
- Install, configure, deploy, and maintain computer systems, software, and peripherals.
- Administer user accounts across a range of systems.
- Develop and maintain a range of IT documentation.
- Maintain the IT asset register.
- Redirect problems to the appropriate resource as required.
- Identify and escalate situations requiring urgent attention.
- Oversee regular checks on IT systems, security, and infrastructure.
- Assist with IT projects within Puffing Billy where required.
- Assist with System Administration tasks as requested.
- May have direct contact with children and will be required to follow all appropriate policies.
- Maintain a Child Safe environment including reporting responsibilities and procedures.



- Will actively participate in continuous improvement – learning and development programs and performance management programs.
- Maintain behaviors in line with company values and adhere to all company values, principles, policies and procedures.
- Other tasks and duties as requested.

## Key Competencies

- Exceptional interpersonal and communication skills.
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures.
- Flexible and adaptable with strong ability to problem solve and multi-task.
- Ability to work un-supervised and under pressure.
- Strong organisational skills, with ability to prioritise and follow-through.
- High standard computer skills including Microsoft Windows 10/11, Office 365, and Apple mobile devices.
- Basic knowledge of Server Operating Systems (Windows & Linux) with a particular focus on Active Directory.
- Basic understanding of networking hardware and protocols.
- Maintain an active awareness of Cyber Security risks and threats, by understanding principles and best practices to minimise risk to data and infrastructure.
- Strong ability to troubleshoot and research complex hardware and software problems.
- Focus on service excellence, exceeding internal and external customer expectations

## Qualifications & Experience Required

- Desirable – Qualification in Communications/Information Technology or equivalent industry experience.
- Desirable – Professional Certifications such as AZ900, MS900, CCNA, CompTIA A+ or equivalent industry experience.
- Desirable - Experience delivering IT Desktop Support (Level 1/2) services for clients in a Windows environment.
- A demonstrated passion for IT, with initiative to improve IT services by keeping abreast of current and emerging technologies.
- Customer Service experience (not required to be within an IT environment)
- Demonstrated expertise and experience in providing hardware, software, and application support.
- An understanding of Puffing Billy's history and current business is desirable.
- Current Victorian Driver's License & access to motor vehicle.

## Key Relationships

- PBR staff, volunteers, and visitors
- External stakeholders and contractors

## Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take 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.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.



- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> <li>• Manual handling task (0 – 15kg)</li> <li>• Gripping, holding, clasping with fingers/hands.</li> </ul>	<ul style="list-style-type: none"> <li>• Hand/arm movement i.e. clasping, reaching.</li> <li>• Walking on uneven surfaces.</li> <li>• Sitting at workstation</li> <li>• Responsibility for the safety of others.</li> </ul>

### Additional Notes

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is not always an option
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safety and Wellbeing Policy and Child Safe and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

### Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee Name	Employee Signature	Date

Approved By:	Group Manager Business Services	Date:	January 2024
Last Updated By:	People and Culture	Date:	January 2024



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

**Our Children, Our Focus, Our Future, Speak Up!**