



## Position description

<b>Title:</b>	<b>IT Support Specialist</b>
<b>Branch:</b>	Business Services - Information Technology
<b>Status:</b>	Full Time (Negotiable)
<b>Location:</b>	Emerald (Travel to other sites required)
<b>Reports to:</b>	IT Manager
<b>Direct Reports:</b>	Nil
<b>Hours/Days of Work:</b>	10 days per fortnight including weekend work as rostered – some after hours work may also be required
<b>Requirements</b>	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

### Job Purpose

This position involves working as a member of the Puffing Billy Railway IT team to provide responsive, helpful, prompt and proactive assistance to all stakeholders who require help and assistance in relation to information technology and communications issues. This role is the first point of call for managing, prioritising, monitoring, and addressing information technology queries in addition to involvement in systems administration and support of specific IT projects.

### 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
- Deployment of IT hardware
- Administer user accounts across a range of systems
- Develop and maintain a range of IT documentation
- Maintain the IT asset register
- Follow standard help desk procedures
- Redirect problems to the appropriate resource as required
- Identify and escalate situations requiring urgent attention
- Remain current with system information, changes, and updates
- Assist with IT projects within Puffing Billy
- Assist with system administration tasks
- 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 behaviours in line with company values and adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested



**Key Competencies**

- Good verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with 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
- Ability to troubleshoot and research complex hardware and software problems
- Basic understating of networking
- Focus on service excellence, exceeding internal and external customer expectations

**Qualifications & Experience Required**

- Desirable - Certificate in Communications/Information Technology or equivalent
- Experience working in a service desk environment and/or desktop support area delivering IT support services for clients in a Windows environment
- Demonstrated expertise and experience in providing hardware and software support
- A demonstrated passion for IT and initiative to improve IT services by keeping abreast of current and emerging technologies
- An understanding of Puffing Billy’s history and current business is desirable.
- Current Victorian driver’s license

**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. stacking, reaching, typing and sorting</li> <li>• Walking on uneven surfaces</li> <li>• Sitting at workstation</li> <li>• Responsibility for the safety of others</li> </ul>

**Additional Notes**

- 10 days per fortnight including weekend work as rostered – some afterhours work may also be required
- Some public holiday work may be required by arrangement
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, annual 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 Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants may be 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:	Matt Williams	Date:	July 2022
Last Updated By:	Elizabeth Oxworth	Date:	July 2022



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!**