

JOB ADVERTISEMENT

DESKTOP SUPPORT OFFICER

Employment Type: Part time
Maximum term contract until 31 December 2024

Location: Melbourne

Teach For Australia would like to acknowledge the many Traditional Custodians of the lands throughout Australia. We pay our respects to their Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Australia's first peoples.

- Opportunity to work with an engaged community of educators - working to **close the education gap**
- **Flexible work practices**, including the option to work from home
- Allowance and time off work for **professional development**
- Join us in our commitment and vision for [Reconciliation](#), in a space where we learn and grow together

About the Position

The Desktop Support Officer provides Level 1 support to TFA staff, ensuring all end users are able to effectively use their laptops and software to perform their roles. In addition, the Desktop Support Officer will manage incoming user requests, providing timely support and monitoring the environment to address issues as they arise proactively.

About Teach For Australia

Our vision is an Australia where education gives every child, regardless of background, greater choice for their future. The mission is to grow a community of leaders committed to equity for children and young people, by recruiting and developing exceptional people to teach and lead across Australian schools

About You

- Two or more years of relevant work experience
- Experience with Windows and Mac laptops
- Experience with the following software:
 - Microsoft Office
 - Google Suite (Gmail/Calendar)
 - Zoom
- Experience with cloud applications including Salesforce, SharePoint, LMS platforms, Box.com

Teach For Australia encourages applicants of all backgrounds to apply.

How to Apply

For an opportunity to take your place in this life-changing organisation please [Apply here](#), by 11.59pm AEDT on **Sunday, 27 November 2022**.

All enquiries can be directed to jobs@teachforaustralia.org. Please note that you must have the appropriate right to work in Australia in order to be eligible for this role. Successful candidates will be required to undertake a National Police Clearance, and obtain a valid Working With Children Check. For more information about Teach For Australia and its impact on educational disadvantage, please visit <https://teachforaustralia.org/>.

JOB DESCRIPTION

Role Title: Desktop Support Officer

Function: Finance & Business Services

Reports To: IT Manager

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Role Purpose

The Desktop Support Officer provides Level 1 support to TFA staff, ensuring all end users are able to effectively use their laptops and software to perform their roles. In addition, the Desktop Support Officer will manage incoming user requests, providing timely support and monitoring the environment to address issues as they arise proactively.

Qualifications and Experience

Essential

- Two or more years of relevant work experience
- Experience with Windows and Mac laptops
- Experience with the following software:
 - Microsoft Office
 - Google Suite (Gmail/Calendar)
 - Zoom

Desirable

- A Bachelor's Degree or Diploma/Certificate in Information Technology
- Experience with cloud applications including Salesforce, SharePoint, LMS platforms, Box.com

Skills, Attributes and Knowledge

Essential

- A self-starter who is passionate about IT Support, can take the initiative and work effectively with minimal supervision
- Excellent communication skills and the ability to simplify tech concepts for end users
- Excellent problem-solving skills, with the ability to think creatively to come up with practical solutions to problems
- Comfortable providing support in a fast-paced, ambiguous environment
- Exceptional attention to detail
- Demonstrated ability to work well within a team and to collaborate and learn from others

Desirable

- Proficient in running small training sessions for staff
- Proficiency in writing howto guides or FAQs



Primary Accountabilities

IT Support

- Provide end-user Support across laptops and all business systems, including but not limited to: Google Workplace, BOX.com, Zoom, Zoom Phone, and Microsoft Office.
- Provision new accounts and configure laptops for new users.
- Maintain a regular presence in TFA's Naarm (Melbourne) office throughout the working week to ensure staff have access to some in-person IT support.
- Monitor incoming support requests and respond promptly, escalating to software or hardware vendors where necessary.
- Proactively monitor the environment and resolve issues as they arise.

Training & Best Practice

- Assist the IT Manager in delivering staff IT Inductions, covering the use of IT systems, and understanding IT and Data Policies
- Create and maintain related documentation, FAQs, and training guides to assist staff in understanding and knowledge of systems.
- The promotion of awareness, competence and compliance related to technology and data security throughout the organisation.



Our Values

Serve the Students

Everyone at TFA works in service of our vision for children and young people: an Australia where education gives every child, regardless of background, greater choice for their future. Our partnerships – with teachers and leaders in schools and across communities, organisations and systems – is in service of making their future fairer and brighter.

Have High Expectations

Having high expectations – for ourselves, of others, and of what should be possible for students – is essential. The students we serve deserve no less. This does not mean setting unrealistic expectations that cannot be met, however this does mean having a sense of possibility and being motivated by a bold ambition.

Make It Happen

To best serve students and their futures, we know there is a lot of work to be done. Not all of it will be straightforward. We act with deliberate intent. 'Hope is not a strategy'; we use data, creativity and the wisdom of experience to plan then execute. Our work is a marathon not a sprint, so we pace ourselves, working hard and smart.

Get There Together

We have a big vision and mission. We can't – and won't – achieve it on our own. Authentic, mutually reciprocal relationships come first. We know that relationships – with students, colleagues, the TFA community, and countless others involved in this work – underpin everything else. Through trusting relationships, we can harness the power of collaboration and foster a collective sense of belonging.

Celebrate Along the Way

We find joy and possibility in the big vision of what could be. We celebrate the strength and uniqueness of every student, and those who work in service of them. To sustain ourselves, we strive to laugh often and celebrate the small wins along the way. We believe in acknowledging contributions, recognising how far we have come by leveraging our strengths, and working with gratitude, humour and a bit of fun to keep us motivated for the journey ahead.



