

## Position Description

<b>Position Title</b>	IT Support & Systems Officer		
<b>Reports To</b>	IT Manager		
<b>Division</b>	IT	<b>Work Centre</b>	Operations
<b>Location</b>	365 Queen Street, Melbourne		
<b>Classification</b>	Level 4	<b>Mode</b>	Full time, ongoing position
<b>Direct Reports</b>	0	<b>Date</b>	April 2026

### Position Purpose

The IT Support & Systems Officer is responsible for delivering reliable, day-to-day IT support services for ACTU staff and contributing to the effective operation of core technology systems.

The role is a hands-on delivery position, providing first- and second-level support and assisting with systems administration activities under direction, ensuring ACTU systems are accessible, secure, and fit for purpose.

### Responsibilities & Selection Criteria

#### Responsibilities

- Provide first- and second-level IT support to ACTU staff, diagnosing and resolving hardware, software, and connectivity issues in a timely and professional manner.
- Log, prioritise and resolve support requests using the service desk system, ensuring clear communication and appropriate follow-up with users.
- Provide onsite and in-person IT support, including support for meetings, hybrid events, conference room AV systems, and visiting presenters.
- Support the administration of core IT systems under direction, escalating complex, unresolved, or higher-risk issues as required.
- Support staff onboarding and offboarding processes, including system access changes, account setup, and equipment allocation.
- Assist with device management activities, including configuration, updates, patching, troubleshooting, and lifecycle tasks.
- Support Windows, macOS and iOS devices, peripherals, and basic networking issues.
- Perform routine system and device checks, document issues, and escalate matters to the IT Manager or external providers where appropriate.
- Support the application of ACTU IT security policies and procedures, including identifying and escalating potential security incidents.
- Promote safe, secure and responsible use of ACTU systems and data.
- Contribute to a positive service culture by taking a patient, user-focused and solutions-oriented approach to IT support.
- Undertake additional responsibilities as directed to support team and organisational objectives.

#### Functional Overview

Function Area	Responsibilities	Systems / Skills Required
End-User IT Support	Day-to-day technical support for staff	Windows, macOS, iOS, peripherals
Service Desk	Logging, prioritising and resolving support requests	Service desk system
Microsoft 365 Support	Support core productivity tools	Outlook, Teams, SharePoint, OneDrive

Systems Support	Assist with system administration under direction	Entra ID, Intune (exposure desirable)
Device Management	Configuration, updates, patching, lifecycle tasks	Windows, macOS, iOS
AV & Onsite Support	Meeting rooms, hybrid meetings, conference support	AV systems, Teams
Security & Compliance	Support secure system use and incident escalation	IT security procedures

### Key Selection Criteria

#### Essential

- Demonstrated experience providing IT support in an organisational or service-desk environment.
- Working knowledge of Microsoft 365 and Windows-based systems.
- Experience supporting end-user devices, peripherals, and basic troubleshooting.
- Strong communication, organisational and time-management skills, with the ability to explain technical issues to users with varying levels of technical knowledge.

#### Desirable

- Experience supporting macOS and iOS devices.
- Experience supporting meeting room and conference AV systems.
- Exposure to Entra ID and/or Intune environments.
- Relevant IT qualifications or technical training.

### Key Contacts

#### Key Internal Contacts

- IT Manager
- ACTU Operations teams
- All ACTU Work Centre's and Staff

#### External Contacts

- IT service providers and vendors (as required)
- Other stakeholders' and relevant external parties.