



Position Description

Junior IT support specialist

Title:	Junior IT support specialist
Hours:	Casual fixed term until 30 June 2023 (guaranteed 2 days per week)
Reports to:	Data & IT systems support analyst
Award:	Social, Community, Home Care and Disability Services Award Level 2 \$38.08 - \$41.54 casual rate per hour

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

Position Overview

The role is responsible for providing IT support to users within World Wellness Group, assisting the IT team with installation of software and hardware, escalating any IT issues, maintenance of IT systems and assist with documentation and policies and procedures related to IT.

Key responsibilities and duties

- Providing IT support to users (hardware and software)
- Troubleshoot IT issues and escalate where required
- Assisting the IT team with installation, configuration of IT systems
- Setup and maintenance of user accounts
- Provide training to users
- Assist with maintaining and organising IT systems
- Assist with development of policies and procedures related to IT
- Prepare IT training content



World Wellness Group

Corporate

- Ensure World Wellness Group Ltd.'s (WWG) reputation is protected and enhanced by performing all duties in a professional and courteous manner maintaining confidentiality
- Abide by WWG's policies and procedures, adhere to OH&S safety guidelines, and comply with the WWG Code of Conduct.
- Act in a respectful, encouraging and helpful manner at all times with clients and co-workers in a dynamic and cross-cultural environment.

Key Selection Criteria

- Qualifications or undertaking studies in IT
- Demonstrated strong skills in IT
- Demonstrated excellent communication
- Excellent customer support skills
- Ability to work independently and part of a team
- Able to learn new technologies

Desirable

- Advanced skills and understanding of Office 365
- Experience providing IT support
- Ability to work flexible work hours