



creating
possible

Position Description

Position Title:	IT Technical Support Officer
Salary Range:	MCRI Professional & Administrative Salaries - Level 3 Step 5 – Level 4 Step 1
Reporting Manager:	Technical Support Lead
Direct Reports:	0
Home Group:	Information Technology

Who are we?

The Murdoch Children's Research Institute (MCRI) is home to significant scientific discoveries. We believe there is an answer, a cure or a better treatment for every childhood condition — and we're determined to find it.

We are a diverse team of world-leading researchers, doctors, engineers, and hardworking professionals in operational and scientific services from all corners of the world with one shared goal — to transform child health worldwide.

Our strength lies in our partnership and co-location with The Royal Children's Hospital and the University of Melbourne — the Melbourne Children's Campus. This partnership model amplifies opportunities to quickly translate research into clinical care.

MCRI includes a wholly owned subsidiary, the Victorian Clinical Genetics Services (VCGS), a private not-for profit organisation. VCGS is a specialist childhood, prenatal and adult genetics service. VCGS provides an integrated genetic consultation, counselling, testing and diagnostic support service to children, adults, families and prospective parents.

Together, we share a powerful vision:

Our purpose:

We want all children to have the opportunity to live a healthy and fulfilled life.

Our 2025-2030 Strategy:

Towards Precision Child Health

We exist for a **purpose**, to give all children an opportunity to live a healthy and fulfilled life.

We **value** individuals with the determination to solve complex problems, who thrive on collaboration, and who embody honesty, respect, and accountability.

Our **goals** centre around an inclusive environment in which our people can undertake bold research that can be scaled for impact through strategic partnerships.

We **operate** in a collaborative environment, tackling problems in teams, across disciplines and across boundaries.

Our research generates evidence underpinning changes that **impact** the lives of children in our hospitals, in our communities, and across the globe.

What is it like to work for us?

We are dedicated to ensuring a positive working environment that values all backgrounds and experiences. We cultivate an inclusive culture that is underpinned by equal opportunity for all and a culture based on respect, consideration, and dignity. We invest in developing our People and fostering an environment where learning and development is central to our staff reaching their full potential.

The Institute is also committed to the safety of children and young people and takes a zero-tolerance approach to all forms of child abuse, exploitation, and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities.

Position Overview

MCRI IT plays a vital role in providing support services to the staff of the institute in using information technology. As an IT support person, the primary goal is to deliver a first-class customer service by efficiently addressing the needs and concerns of our users. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual provide in-person, hands-on help at the desktop level.

The position requires the appointee to work under the direction of the IT Support Manager. The appointee will work with all Operations groups at MCRI. This role will provide First line Telephone consulting and management of service desk calls, and Network Printer support.

This position will require sitting for extended periods of time, dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects and physically able to participate in training sessions, presentations, and meetings. Lifting and transporting of moderately heavy objects, such as computers and peripherals.

Key Accountabilities

- Evaluate documented resolutions and analyse trends for ways to prevent future problems
 - Alert management to emerging trends in incidents
 - First line Telephone consulting and management of service desk calls
 - Field incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues
 - Prioritize and schedule problems. Escalate problem (when required) to the appropriately level 2/3 Technical Support officer
 - Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
 - Apply diagnostic utilities to aid in troubleshooting
 - Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution
 - Perform hands-on fixes at the desktop level, including installing and upgrading software, hardware, and configuring systems and applications
 - Perform post-resolution follow ups to help requests
 - Roll out and set up desktop, laptop computers, smart phone, and mobile devices
 - Install and configure printer network software necessary to connect the user's computer to MCRI's network
 - Applications setup and support including email support and troubleshooting
 - Organising warranty related repairs
 - Develop "Help Sheets" and FAQ Lists for end users
 - Exercise initiative and offer suggestions for improving processes
 - Involve others in the identification of change initiatives and the implementation process
 - Exercise high level organisation, planning and time management skills to meet deadlines
 - Effective and efficient liaison with all relevant project stakeholders
 - Prepare material for reports, meetings, publications and seminars as required
 - Supports campus efforts related to gender equity, diversity, inclusion and wellbeing through participation, active learning and/or role modelling our values
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Selection Criteria

Essential

- 1+ years equivalent work experience
- Knowledge of intermediate or advance computer hardware, including PC and Mac
- Experience with desktop and server operating systems (Windows Server), including Microsoft Windows 10/11 and Apple OSX
- Network printer support
- Extensive application support experience with Microsoft office suite
- Working knowledge of a range of diagnostic utilities

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- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills
 - Capacity to understand and ability to operate under the Institute's policies and procedures
 - Strong documentation skills

Desirable

- Certifications in CompTIA A+, Microsoft 365, or ITIL preferred
 - Strong commitment to achieving excellent services levels and improving systems and processes
 - The ability to multi-task and operate in a time and resource-restricted environment
 - A 'people' person with strong verbal and written communication skills
 - Ability to work independently yet be an effective member of a multi-disciplinary team
 - A 'can-do' attitude, results orientated and genuinely passionate about IT
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Conditions of Employment

- Keeping children safe is our highest priority. We maintain rigorous safeguarding standards and employ comprehensive screening processes to ensure the safety of the children we work with. This includes mandatory screening processes for all successful candidates, including:
 - Valid Working with Children Check (or equivalent)
 - Satisfactory criminal record check
 - The right to reside and work in Australia and you meeting any applicable visa conditions
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Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community
 - Employees conducting duties on behalf of MCRI are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role
 - We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Policy
 - The Institute is committed to the safety of children and young people, and takes a zero-tolerance approach to all forms of child abuse, exploitation and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities
 - We are committed to a diverse, inclusive workplace where all staff are supported to reach their full potential, regardless of gender, career status, age, disability, cultural background, religion or sexual orientation
 - Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely
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As MCRI evolves to meet its changing strategic and operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.