

# POSITION DESCRIPTION

## POSITION DETAILS

Position Title:	IT & Operations Support Officer
Division:	Business Services
Reports to:	Operations Team Leader
Responsible to:	General Manager
Location:	Head Office
Date:	November 2025

## MAIN PURPOSE OF POSITION

The IT & Operations Support Officer provides essential technical and operational support to ensure the smooth functioning of daily business activities. This role is a key point of contact for internal staff regarding IT issues and general operational needs. Working closely with the Operations Team Leader, the position supports efficient, secure, and compliant operations across the organisation.

## KEY ROLES AND RESPONSIBILITIES

- Provide first-level IT support to staff, troubleshooting hardware, software, network, and system issues.
- Set up and configure new workstations, desktops, laptops, monitors, and peripherals.
- Support mobile phone and desk phone setup, configuration, and basic troubleshooting.
- Assist with user onboarding and offboarding.
- Maintain an internal helpdesk ticketing system, ensuring timely response and resolution.
- Liaise with external IT service providers when issues need to be escalated.
- Maintain IT asset registers and ensure accurate tracking of all equipment.
- Oversee the maintenance and servicing of office equipment, ensuring timely repairs and smooth operation.
- Assist with delegated building and facilities maintenance procedures, records, and contractor coordination.
- Conduct regular facilities checks to ensure safety, functionality, and compliance.
- Complete small, odd jobs around Co.As.It.–owned or leased offices as required (e.g., minor repairs, simple furniture moves, basic troubleshooting).
- Support record-keeping and documentation requirements to ensure regulatory and organisational compliance.
- .Other duties in line with the philosophy and objectives of Co.As.It. as directed by the Operations Team Leader.

- Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

## KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Operation Coordinator needs to build extensive networks and strong consultative relationships within the organization.

These relationships include:

- Operations Team
- The Co.As.It. Board of Directors, General Manager and senior management team;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Contractors;
- General public

## DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to the smooth running of operations across the organisation;
- Content of advice and information provided to the Operations Team Leader.

Decisions that are referred to a supervisor include:

- Any decisions or issues outside the scope of your delegated authority.
- Strategic decision about projects and establishing priority;
- Partnerships with contractors and suppliers;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of your work;
- All unbudgeted expenditure; all expenditure beyond your delegation.

- Matters requiring submission to the Board of Directors and/ or their approval.

## KEY PERFORMANCE CRITERIA

### Broad indicators:

- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High level cooperation with other staff, teams and divisions;

### Position Specific indicators:

- Work program objectives are met;
- To build and maintain strong relationships within the Operations team;
- To build and maintain strong external relationships to enable the program objectives;
- To provide the Operations Team Leader with adequate support to enable high level performance

### Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

## SKILLS, KNOWLEDGE AND EXPERIENCE

### ESSENTIAL

- Demonstrated understanding of the role of Co.As.It. within the community and the functions of each area;
- Demonstrated knowledge of business operations and administrative processes;
- Highly developed interpersonal and communication skills;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- High level organisational and problem-solving skills
- High level computer literacy;
- Current Drivers Licence;
- Capacity to work independently with minimal supervision and collaboratively in a team environment;
- Well-developed oral and written communication skills in English and Italian;
- Understanding of, and commitment to, Workplace Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

## VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

### POSITION HOLDER

Signature..... Date.....

### SUPERVISOR

Signature..... Date.....