



Position Description	
Position Title:	Information Technology Officer
Location:	Larnangurak – 43 Hattam Street, Golden Square
Term:	Fixed Term - 12 Months
Salary:	Social, Community, Home Care and Disability Services (SCHADS) Award - Level 3
Reports to:	Group IT Manager

Overview of Corporation

Dja Dja Wurrung Clans Aboriginal Corporation (DDWCAC) trading as DJAARA actively works to progress the aspirations of the Dja Dja Wurrung community. It is incorporated under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 (CATSI Act) and is regulated by the Office of the Regulator of Indigenous Corporations (ORIC). Established in 2004, the principal objectives and responsibilities of the corporation are to:

- Promote the health and wellbeing of the Dja Dja Wurrung People.
- Protect and promote the laws, culture, property rights and human rights of the Dja Dja Wurrung People.

The DDWCAC is also a Registered Aboriginal Party and the sole owner of Dja Dja Wurrung Enterprises Pty Ltd (DDWE).

In 2013, the Dja Dja Wurrung People entered a Recognition and Settlement Agreement (RSA) with the State of Victoria which formally recognise the Dja Dja Wurrung people as the traditional owners for part of Central Victoria. The Dja Dja Wurrung people nominated the DDWCAC as the 'traditional owner group entity' for the purpose of the settlement, meaning it holds and manages the settlement on behalf of the Dja Dja Wurrung people.

Primary Purpose of the Position

The Information Technology Officer provides responsive first-level information technology support to staff, management and key stakeholders, applying established IT procedures and organisational standards to diagnose, prioritise and resolve service requests. The role installs, configures, maintains and troubleshoots desktop and mobile hardware, application software and related systems, while exercising sound judgement to determine when matters can be resolved independently and when they require escalation to senior IT staff or external providers.

The role operates under general direction and is expected to organise day-to-day priorities, apply practical technical knowledge, solve moderately complex problems using available guidance and resources, and contribute to the smooth delivery of IT services across the organisation. The position requires effective communication, customer service, problem-solving and learning skills, together with the ability to provide clear user guidance and support continuous improvement in IT practices.

The role reports to the Group IT Manager and works with guidance and support from senior IT staff, the BSIP Coordinator and the Information Technology Trainee Officer. Within agreed procedures and priorities, the role may coordinate defined IT activities, support lower-classified or trainee staff in routine tasks, liaise with third-party technicians where required, and provide occasional out-of-hours support in response to operational needs.

T: (03) 5444 2888 F: (03) 5441 6472

E: info@djadjawurrung.com.au

P.O Box 1026 Bendigo VIC 3552

djadjawurrung.com.au

DJA DJA WURRUNG CLANS ABORIGINAL CORPORATION TRADING AS DJAARA

Located at 13-15 Forest Street, Bendigo Vic 3550

ICN: 4421

Key Responsibilities

- Provide timely, accurate and reliable first-level technical support to staff and clients, including coordinating new starter technology requirements within established procedures and agreed service priorities.
- Install, configure and maintain desktop and mobile hardware and software systems in accordance with IT policies, procedures and standard operating requirements.
- Provide first-level technical support to the Board Chair, Directors and other priority users, applying appropriate tools and approved procedures to resolve issues or escalate matters where required.
- Troubleshoot and resolve routine to moderately complex desktop and mobile hardware and software issues using established tools, procedures and available guidance.
- Provide practical guidance and day-to-day support to the Information Technology Trainee Officer, where present, in relation to routine tasks and established work practices.
- Provide clear user guidance on desktop systems and applications, adapting communication to the user's level of technical understanding.
- Contribute to the development, review and implementation of IT policies, procedures and work instructions by providing practical input and applying agreed standards.
- Coordinate defined project-related tasks and deliverables within agreed objectives, timelines and guidance from the Group IT Manager or senior IT staff.
- Take responsibility for completing assigned work within agreed timeframes and quality standards, seeking guidance where priorities or issues require clarification.
- Maintain current practical knowledge of relevant IT systems, tools and work practices, and participate in continuous learning and improvement activities.
- Liaise with third-party support technicians to assist with issue resolution, provide relevant information and escalate matters in line with agreed processes.
- Perform administrative and support duties relevant to the role as directed by the Group IT Manager, consistent with established procedures and classification level.

Key Selection Criteria

- Intermediate practical computing skills, including O365 Admin, SharePoint and Apple Business Manager, with the ability to install, configure, maintain and troubleshoot desktop and mobile hardware and software systems in accordance with established procedures and available guidance.
- A customer-centred approach and commitment to providing responsive, respectful and accurate first-level support to staff, clients and stakeholders, including the ability to prioritise requests and escalate matters when required.
- A demonstrated interest in information technology and computer science, with a willingness to maintain current practical knowledge of relevant systems, tools, procedures and emerging work practices.
- Good verbal and written communication skills, including the ability to provide clear user guidance, explain routine technical information and support staff to use IT systems and applications effectively.
- Positive attitude, initiative and sound judgement, with the ability to solve routine to moderately complex problems, adapt to changing priorities and learn new systems, practices and processes with guidance available.
- Ability to work effectively as part of a team and independently under general direction, organising day-to-day work priorities, completing assigned tasks within agreed standards and seeking senior guidance where matters exceed established procedures.
- Knowledge and understanding of IT policies, procedures and work instructions, with the ability to apply agreed standards, contribute practical input to improvements and support the implementation of changes within the role's area of responsibility.

To work with the Dja Dja Wurrung Group, applicants must have:

- An understanding of the importance of Country to Traditional Owners and the recognition of Dja Dja Wurrung as the traditional owners of central Victoria.
- An ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
- A commitment to and understanding Dja Dja Wurrung culture.
- A commitment to Aboriginal self-determination.

Essential Personal Qualities

- High ethical standards, personal integrity and high degree of self-motivation, including personal responsibility for quality and timeliness of work produced.
- Proven ability to create and maintain an expectation of trust, respect and confidentiality and the ability to display and enact sound judgment regarding highly sensitive and/or critical issues.
- A commitment to safe work practices.
- Excellent verbal, written and interpersonal skills, a courteous and polite manner
- Capacity and willingness to accept direction and to work as part of a team in a multi-skilled working environment.

Privacy

DJAARA affirms that the collection and handling of applications and personal information related to your employment will be consistent with the requirements of the Information Privacy Act 2000. All DJAARA staff must comply with the Code of Conduct.

CONTACT	
Name: Peter Williams Title: Group IT Manager	Email: Peter.Williams@djadjawurrung.com.au