



## POSITION DESCRIPTION

Position Title	Senior Support Specialist
Organisation Unit	Information Management and Technology, Corporate
Classification	APS 5-6
Immediate Manager	Service Delivery Manager, IMT
Review date	August 2021

### About AIFS

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The Australian Institute of Family Studies (AIFS, or 'the Institute') is the Australian Government's key research body in the area of family wellbeing. It is an independent statutory authority established in 1980 under the *Family Law Act 1975*. The Institute is an agency within the portfolio of the Department of Social Services (DSS).

We conduct research, provide independent advice and communicate findings to policy makers, service providers and the community about factors affecting family wellbeing. Our work builds an evidence base about 'what works for families'. Through our research, we contribute to developing policy and practice to promote the wellbeing of families in Australia.

### AIFS Values

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As an Australian Public Service agency, we uphold the APS Values, Employment Principles and Code of Conduct. In addition, our organisational Values and Behaviours shape our culture and guide us towards achieving our purpose. Our Values are:

#### **Champions of our Work and Each Other**

We want everyone's boat to rise: we take collective pride in each other's work and success.

#### **Excellence for Impact**

We are committed to producing excellent work that makes a difference for families.

#### **Fearless and Curious Explorers**

We value experimentation, creativity and ongoing learning.

#### **Honest and Respectful Conversations**

We are authentic and have meaningful conversations, including the tough ones.

#### **Seeing the Lighter Side**

We value collegiality, humour and fun.



## Team background

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The IMT team is responsible for the delivery of strategic and operational IMT programs and activities that support the achievement of the Institute's business objectives. We pride ourselves on our friendly, responsive, solution-driven approach.

We have a comprehensive work plan to achieve our objectives in these priority areas, which are linked to the Institute's Strategic Directions. Our vision is to implement aligned, secure, reliable, efficient, and effective technological solutions that enable the Institute to achieve its strategic goals. Our team is committed to embodying the AIFS Values and behaviours.

## Purpose of the position

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This position is a varied and challenging professional role in the Institute's IMT team, where collaboration and proactive problem-solving is key to the success of the team. The successful candidate will provide excellent customer service by delivering essential day-to-day support for all staff of the Institute, enabling them to perform their roles effectively and meet strategic goals.

## Key Duties

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Under the direction of the IMT Service Delivery Manager, the Senior Support Specialist is required to:

- Manage the life cycle of AIFS client hardware and software.
- Work closely with stakeholders to support key AIFS research objectives by identifying and implementing technical solutions for projects.
- Provide support, including procedural documentation and relevant reports to IMT management and other key stakeholders.
- Support the rollout of new applications and services.
- Manage user and network administrative solutions including Active Directory, Microsoft 365 security and setup, Exchange, and other administration activities.
- Prioritise and manage multiple open cases at any point in time.
- Lead digital literacy uplift and features realisation of Microsoft 365, Windows 11, Microsoft Teams and SharePoint products as part of training and socialisation activities.
- Effectively establish a good working relationship with customers, key stakeholders and other professionals
- Provide both partner and team solutions using various IMT platforms including webinar platforms, M365 and other AIFS supported platforms.
- Support presentations, podcasts and webinars for internal and external stakeholders including:
  - Developing solutions for AIFS webinars including:
    - Assessing potential webinar software for AIFS needs
    - Providing expert technical advice on equipment requirements and improvements
  - Supporting webinars during practice and actual 'live' sessions
    - remoting into external presenters' computers for troubleshooting
    - providing consultation on equipment for external stakeholders
- Ensure that the APS Values, Employment Principles and Code of Conduct are promoted and applied within the workplace.



## Key Relationships

Internal	External
IMT Service Delivery Manager	Hardware vendors
IMT Team	Software vendors
Executive team	Service vendors
Managers	Other research organisations
All Institute staff	Universities

## Key Selection Criteria

### Professional expertise

- Stakeholder management – ability to build strong relationships with internal staff across AIFS
- 2 years' professional experience in a similar role
- Demonstrated ability to configure, deploy, and monitor user hardware, operating systems and applications including the production and upkeep of associated documentation.
- Well-developed background in supporting various technologies on Microsoft solutions including Microsoft Teams, SharePoint, Active Directory, Microsoft Exchange, Office 365 and Windows 11.
- Experience prioritising, managing and delivering support and ancillary documentation to enable maximum organisational impact
- Well-developed conceptual and analytical skills, including the ability to critically assess complex information.
- A qualification in a relevant IT discipline is desirable
- Exceptional customer representative experience in a similar technical role considered highly advantageous

### Understanding our organisation

- Understands and supports the Institute's purpose and recognises how own work contributes to the achievement of team and organisational goals.
- Identifies issues, priorities and influences that may impact on the team's work.

### Relationships and interpersonal skills

- Builds and sustains positive relationships with team members, stakeholders and clients, anticipating stakeholder needs, consulting and sharing information appropriately, initiating collaboration with others, and responding flexibly to change and encouraging others to adapt.
- Understands and acts on constructive feedback.
- Initiates and engages in honest and respectful conversations.

### Communication

- Confidently presents messages in a clear, concise and articulate manner, focusing on key points and using appropriate, unambiguous language.
- Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
- Experience producing written material, and the ability to write clearly in a style and format appropriate to the audience.



## Delivering on objectives and achieving results

- Takes responsibility for seeing tasks and projects through to completion, monitoring progress, adjusting plans as required, committing to achieving high quality outcomes, and seeking and responding to feedback.
- Demonstrates excellent organisational skills, responsiveness and flexible approach to diverse work demands in a fast-paced environment.

## Leadership and management

- Demonstrates leadership by contributing new ideas, engaging positively with planning and decision-making within the work area, supporting team cohesion, initiating improvements and identifying potential risks.

## Values

- Understanding of AIFS and APS Values, and a demonstrated ability to apply them in the workplace.

## Other Requirements

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- Conditions of engagement including probation, health and character clearances (including police records check, Working with Children Check and security clearance) may apply to this position.
- To be eligible for engagement, applicants must be Australian citizens unless special approval is given. For example, applicants with permanent resident status who have applied or intend to apply for Australian citizenship may be considered for engagement.
- This a hybrid position which requires the successful candidate to work a minimum of 3 days per week from our Southbank offices.
- The successful applicant will be required to undergo a baseline security check.