



Position Description

Job title:	IT Support Officer
Department:	IT
Work type:	Fixed Term Contract (12 Months)
Reports To:	IT Operations Team Lead
Position Reports:	Nil
Position Contact:	Usama Khan

About the organisation

.au Domain Administration (auDA) is the administrator of the .au domain name system (DNS), which is Australian critical infrastructure relied on by internet users in Australia and around the world. We are a not-for-profit endorsed by the Federal Government.

Our purpose is to administer a trusted .au domain for the benefit of all Australians and champion an open, free, secure and global internet.

We support the needs of Australian internet users by:

- Delivering a stable, secure and reliable .au DNS
- Implementing .au policy rules that are transparent, responsive and efficient
- Investing in the Australian internet ecosystem to improve the utility of the .au domain.

We also participate in global internet governance processes. Through our work, we strive to uphold the multi-stakeholder model of internet governance and the social and economic benefits that flow from it.

Further information about auDA is available at www.auda.org.au.

Our values

Contribute: locally and globally

We serve all Australians and global internet users.

Better together

We collaborate and work together as one auDA.

Strive for excellence

We deliver value. On time, every time.



Role purpose

The IT Support Officer role is responsible for assisting to protect auDA's information and technology assets, as well as the IT environments. The role assists in ensuring auDA systems meet compliance with various security frameworks whilst fostering continuous improvement. The IT Support Officer is a crucial point of contact for all auDA internal customers (users) and responsible for maintaining and improving all systems and services utilised by those users.

The role should also act in accordance with the following terms of endorsement from the Australian Government:

- ensure stable, secure and reliable operation of the .au domain space
- respond quickly to matters that compromise DNS security.

The role will also actively contribute to the ongoing development of an organisational culture that embodies auDA's values and promotes a positive and safe environment for staff.

Key accountabilities

The primary responsibilities of the IT Support Officer include:

- Install and configure software and hardware
- End user management (account creation, modification and deletion)
- Monitor performance and maintain systems according to requirements
- Upgrade systems with new releases and models
- Maintain and develop internal technical documentation, manuals and IT policies
- Microsoft Intune and MDM for Secure System provisioning (mobiles/laptops)
- Maintaining policies in Microsoft Intune and Endpoint Security Systems
- Systems hardware and software upgrades
- Document processes and procedures to improve and enhance the current environment – with a focus on applying and deploying automation where possible
- Creating and maintaining in tickets in IT Service Desk
- Providing Level 1 & 2 technical support either by telephone, email, face to face or remotely
- Troubleshoot software, hardware and remote access issues in a Windows based environment
- Keeping track of equipment/asset management
- Develop expertise to train staff on new technologies.



Key selection criteria

IT Support Officer

- A proven track record of developing and implementing IT operational projects
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices
- Jira Service Desk experience
- High-level accuracy, attention to detail and problem-solving skills
- Analytical and critical thinking capabilities
- Strong interpersonal and collaborative skills
- Exceptional written and verbal communication skills.

Connection and collaboration

- Strong interpersonal and collaborative skills
- Ability to communicate effectively with key stakeholders and senior Executives.

Communications

- High-level accuracy, attention to detail and problem-solving skills
- Exceptional written and verbal communication skills.

Qualifications and experience

- Associate or bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field
- 1-2 Years of Service Desk, or IT Support experience with
 - Strong knowledge of systems and networking software, Microsoft Intune and AzureAD
- System administration and IT certifications in any of:
 - Microsoft
 - Microsoft Certified: Azure Fundamentals
 - Microsoft Certified: Azure Administrator Associate
 - IT Management Governance and Frameworks
 - ITIL
- Hands on experience with Microsoft365 suite of tools and applications
 - Intune/Office365/Microsoft AAD
- Experience and working knowledge of virtualization, VMWare.

Other

Occasional work outside business hours will be required. Occasional domestic travel and potentially international travel may be required. The IT Support Officer will be required to be in the office three days a week.

Important information

Background checks

A National Police Check, Right to Work and bankruptcy will be conducted as part of the recruitment process. An *AusCheck Critical Infrastructure Background Check* may also need to be conducted. Where applicable, international background checks may also be required.

Privacy collection information

.au Domain Administration Limited ACN 079 009 34 collects your personal information for the purpose of assessing and responding to your application. All personal information is collected in accordance with the *Privacy Act 1998* (Cth) and our [Privacy Policy](#).

We use third party service providers including data storage and cloud services, some of which have servers located overseas, including the USA and you consent to this disclosure. We require that our service providers only use your information for authorised purposes and have appropriate controls to protect your personal information.

If you have any questions or would like to access your personal information held by auDA, please contact us at privacy@auda.org.au.

Occupational Health and Safety

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004* (Vic), employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of themselves and others in the workplace.



Flexible working arrangements

We believe in supporting our employees in balancing their work and life commitments. All roles at auDA can be worked flexibly by mutual agreement. This underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Please note that the role may require you to work the hours which are reasonably necessary to fulfil the requirements of the position, or as required by auDA, including monitoring, reading and responding to business-related communications from auDA or customers outside of usual office hours, where reasonable. The remuneration for this role includes compensation for all hours you would be required to work, including reasonable availability out of hours.

Last Updated

7 February 2025