

POSITION DESCRIPTION

Position Title	IT Coordinator
Type	Full time
Division	ITS
Reports to	Chief Technology Officer
Direct Reports	Chief Technology Officer
Stream	IT
Location	Melbourne
Start Date	Immediate start

OBJECTIVE AND PURPOSE

In this role you will work with an advanced nationwide network, connecting offices in Melbourne, Canberra, Brisbane and Sydney and a geographically diverse field force team of 50 interviewers. The role will see you utilise your security focused mindset to support ORIMA Research's business objectives through convenient available systems.

DUTIES / RESPONSIBILITIES

Helpdesk	<ul style="list-style-type: none"> • See all tickets through to resolution efficiently • Ensure all tickets are being responded to and remediated within an appropriate timeframe • Ensure helpdesk and inventory records are up-to-date and recent • Ensure mobile device management/tracking systems are operational and working effectively • Ensure IT assets are appropriately and efficiently allocated to personnel
Infrastructure Management	<ul style="list-style-type: none"> • Manage/Maintain ORIMA's 24/7-365 uptime environment • Ensure all systems are patched and configured correctly • Actively monitor and report on existing hardware to ensure no faults with the equipment (on a daily basis) • Work with vendors on warranty claims or replacement items • Lead the implementation of system modernisation projects ensuring projects are completed on time and efficiently
Network Design & Architecture	<ul style="list-style-type: none"> • Lead the design of new network and server architecture to further ORIMA's technical capability • Lead research and develop new technology to allow ORIMA to gain a strategic edge • Ensure Network software/services are functioning efficiently • Lead Network Design & Architecture projects to propose tailored solutions offering best economy/performance
IT Security	<ul style="list-style-type: none"> • Respond to IT security incidents escalating to the CTO where required • Ensure permissions used by ORIMA Research/ITS staff are set appropriately as required by HR • Ensure all systems are logging appropriate information • Ensure systems are secure and designed to industry best practice • maintain the ISO27001 based information security program to support business information security • Train internal ORIMA Research staff on IT security issues

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REQUIREMENTS, QUALIFICATIONS AND SKILLS

Residency Status	Australian citizen or a permanent resident
Qualifications / experience	<ul style="list-style-type: none"> • Have at least 4 years of experience in a similar role • Microsoft or Cisco certifications are highly desirable
Technical Skills	<ul style="list-style-type: none"> • Demonstrated experience with Windows server 2016 and/or 2019 • Demonstrated experience with Microsoft 365 and Intune • Demonstrated networking skills • Demonstrated experience with VMware ESXI • Demonstrated experience managing a small team <p>The following attributes are highly desirable:</p> <ul style="list-style-type: none"> • Experience with Sharepoint and Onedrive • Experience with IT security tools • Experience deploying and updating software in an enterprise
Soft Skills	<ul style="list-style-type: none"> • Analytical and problem-solving skills • Strong communication skills • Experience working autonomously and as part of a small team • A security focused mindset • A positive mindset, resilience and 'can do' attitude • Be motivated by excellence • Reliability