



POSITION DESCRIPTION

Job Title:	IT Support Officer
Classification:	SCHADS Level 3
Business Unit:	Corporate Services
Reports To:	IT and Facilities Manager
Direct Reports:	N/A
Location:	Hawthorn, Melbourne
Hours:	Part-time - 3 days (22.8 hours) per week
Position end date:	N/A
PD created/updated:	19 June 2026

About Red Nose
<p>Red Nose is a national charity working to save little lives through research and education and to support families impacted by the death of a baby or child during pregnancy, infancy and early childhood.</p> <p>Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia</p>

Position Purpose
<p>The IT Support Officer provides practical Level 1 IT support to staff across a national, hybrid workforce.</p> <p>Working under the direction of the IT and Facilities Manager, the role uses structured problem-solving to resolve routine IT issues, follows established processes, and delivers responsive, user-focused support. It works collaboratively with colleagues across the organisation to provide a positive and effective support experience.</p> <p>The role supports the smooth day-to-day operation of systems and equipment, including device setup, routine maintenance and user support, enabling staff to carry out their work effectively.</p>

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• IT and Facilities Manager• Corporate Services team• Employees and volunteers• People & Culture (onboarding/offboarding support)• Managers across business units	<ul style="list-style-type: none">• IT service providers and vendors (as directed)• Equipment suppliers and couriers

Area	Key Responsibilities	Key performance measures
Routine Monitoring	<ul style="list-style-type: none"> Review backup, patching and system reports and escalate issues as required Monitor incoming IT support requests and prioritise or triage as required Conduct routine system and device checks 	<ul style="list-style-type: none"> Monitoring tasks completed consistently in line with schedule Issues identified and escalated in a timely manner Support requests acknowledged and triaged within agreed timeframes
Level 1 Technical Support	<ul style="list-style-type: none"> Provide first-line troubleshooting for hardware and software issues (remote and on-site) Resolve routine IT issues using established processes and guidance Escalate issues that cannot be resolved within standard processes Support Microsoft 365 and general MS Office queries Assist with password resets and MFA setup Update email signature banners Apply basic website updates as directed 	<ul style="list-style-type: none"> Routine issues resolved accurately using established processes Appropriate and timely escalation of unresolved or higher-risk issues Clear, practical and professional communication with users, tailored to user needs Support requests progressed in line with agreed processes and timeframes Consistent approach to resolving common issues, reducing repeat requests
Device Preparation and Logistics	<ul style="list-style-type: none"> Rebuild, configure and prepare laptops and devices Support IT components of onboarding and offboarding Prepare devices for dispatch and liaise with admin for delivery Maintain and update the IT asset register 	<ul style="list-style-type: none"> Devices prepared accurately and ready on time for onboarding Asset register maintained accurately and kept up to date IT components of onboarding and offboarding completed efficiently and without delays
User Support and Assistance	<ul style="list-style-type: none"> Provide practical, easy-to-follow guidance to users, supporting effective use of systems and tools Deliver informal “how-to” support for common tools or recurring issues Support new starters with basic system orientation Provide in-person support where required, including assistance with printers and basic peripherals 	<ul style="list-style-type: none"> Users receive clear and practical support Reduction in repeat requests for common issues following guidance New starters supported effectively in basic system use Users demonstrate increased confidence and independence in completing routine tasks
Service Delivery	<ul style="list-style-type: none"> Maintain a responsive, customer-focused approach Keep users informed of progress and expected timeframes Record actions taken where required Escalate security or system risks promptly Identify and raise opportunities to improve user experience or streamline processes 	<ul style="list-style-type: none"> Support requests managed within agreed timeframes Accurate records maintained where required Risks identified and escalated without delay
Continuous Improvement and Risk Awareness	<ul style="list-style-type: none"> Identify and suggest practical improvements to systems, processes or ways of working, based on day-to-day experience 	<ul style="list-style-type: none"> Practical and relevant improvement ideas raised through appropriate channels

Area	Key Responsibilities	Key performance measures
	<ul style="list-style-type: none"> • Raise issues, risks or inconsistencies promptly with the IT and Facilities Manager • Follow established processes for reporting incidents, risks or system concerns 	<ul style="list-style-type: none"> • Issues and risks identified and communicated in a timely manner • Process gaps or inconsistencies identified and raised appropriately
Other	<p>Red Nose employees are responsible for:</p> <ul style="list-style-type: none"> • Completing required training to understand and accurately use Red Nose systems, processes, and tools. • Engaging in ongoing professional development • Contributing to a collaborative, supportive team culture • Working collaboratively with colleagues and stakeholders • Adapting to changing priorities and organisational needs. • Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals. • Completing administrative and operational tasks accurately and efficiently. • Using Red Nose resources responsively and minimising waste 	<ul style="list-style-type: none"> • Required training and administrative tasks completed accurately and on time • Demonstrates commitment to professional development and adherence to Red Nose policies and values.

Qualifications, Skills and Experience	
Essential	<ul style="list-style-type: none"> • Foundational IT knowledge (qualification or equivalent experience) • Experience providing Level 1 IT support • Working knowledge of Microsoft 365 • Ability to apply structured problem-solving to resolve routine issues • Clear and patient communication skills, with the ability to support users with varying levels of technical confidence • Strong customer service focus
Desirable	<ul style="list-style-type: none"> • Experience supporting hybrid or remote teams • Familiarity with SharePoint • Basic understanding of cybersecurity principles and safe IT practices

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Approachable and helpful, with a strong service focus • Reliable and organised, with attention to detail • Calm and practical when responding to issues • Willing to learn and adapt to new systems and technologies • Communicates clearly and patiently with people of varying levels of technical confidence
Alignment with values	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable, willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working together with passion for our cause

