

Position Description – IT Support Officer

Bluewaters Power Group

| Position Details | |
|-----------------------------|-------------------------------------|
| Entity | Bluewaters Power 2 Pty Ltd |
| Position Title | IT Support Officer |
| Office Location | Perth |
| Reports To | Development & IT Operations Manager |
| Direct Reports | Nil |
| Position Description Number | PDBW0015 |

Position Objective

The IT Support Officer provides support in maintaining the day-to-day operational excellence of Bluewaters' IT systems. This involves being the first point of contact for in person and remote technical support across a range of end user devices and software. The IT Support Officer works collaboratively within the IT Team to support the successful delivery of IT projects and initiatives. At times, the incumbent may be required to carry out duties that are within the skills, training and competence, and which may be incidental or peripheral to the substantive position, as directed by the manager.

All employees are required to adhere to the Bluewaters Power Workplace Behaviour and Value Standards to ensure a positive, professional, respectful and inclusive workplace.

Responsibilities

- Provide high quality in person and remote support to resolve issues or deploy software
- Liaise with colleagues and external resources for additional troubleshooting, solutions and escalation
- Configure desktop and laptop infrastructure according to Bluewaters' standard operating environment criteria
- Facilitate user administration for new employees, staff movements and cessations
- Maintain efficient operation and security of IT technologies
- Perform minor hardware repairs where practical
- Ensure all asset records are kept up to date and all software installed is appropriately licensed
- Assist with the implementation of IT projects, upgrades, and migrations
- Stay updated with emerging IT trends and advancements and participate in team discussions
- Assist with creating and updating documentation including support information and user guides

General

- Maintain knowledge of and ensure adherence to Bluewaters standards, policies, procedures and rules
- Comply with Risk Management, Quality Assurance and Health, Safety and Environment (HSE) Management systems and processes
- Identify and recommend methods to continually improve processes and resolve problems, including identifying and implementing cost saving initiatives within sphere of influence
- Travel and overnight stay may be required to other Bluewaters affiliated companies

Knowledge, Skills and Experience

- Strong technical knowledge of computer hardware, operating systems and software applications
- Experience with user administration, access restrictions, Email management, Microsoft server products, Active Directory and Group Policy
- Familiarity with IT security best practices and protocols
- Exceptional problem-solving skills with the ability to manage multiple tasks effectively
- Effective communicator with demonstrated ability to explain technical terms to non-technical people
- Relevant experience in a similar role preferred

Qualifications

- Qualifications in Information Technology or a related field desirable, IT graduates considered

Divulging of Company Information

Bluewaters requires that you will not, either during or after your employment, without written consent from the Board of Directors, divulge any Company information including their dealings, transactions or affairs, which may come to your knowledge during the course of your employment.

Employee Acknowledgement

I have read, understand and accept this position description for the role of IT Support Officer with Bluewaters Power 2 Pty Ltd, under the terms and conditions set out in this document.

Employee Name: _____

Employee Signature: _____

Date: _____

Witness Name: _____

Witness Signature: _____

Date: _____