

MOBILE FIELD SUPPORT OFFICER

REPORTS TO FIELD SERVICES LEAD	GRADE 3
ORGANISATIONAL SUMMARY <p>The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 5,200 staff across its parishes and agencies.</p> <p>Our Shared Services team works with all aspects of the Diocese of Maitland-Newcastle to support the achievement of our overall Diocesan Strategy through the delivery of the shared services Operational Plan.</p> <p>The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons, preventing those in our care from suffering abuse or neglect, and is committed to being compliant with the NSW Child Safe Standards and the National Catholic Safeguarding Standards. The Diocese has zero-tolerance of any abuse. All employees are required to undergo a National Police Check, retain a valid NSW Working with Children Check where necessary and ensure compliance with our Safeguarding Framework Policy and Codes of Conduct.</p>	
VISION To live the joy of the Gospel and share it with the world.	
MISSION We are committed to serving all in the community so that they may experience life to the fullest.	
OUR VALUES Compassion Hope Integrity Justice Participation	
PRIMARY PURPOSE <p>The primary purpose of the Mobile Field Support Officer, within the Technology Services Department, is to provide professional services and technical support for various sites (generally applied across the system of schools and other Agencies operated by the Diocese within that zone, and all relevant staff of the Diocese, students, parents, people we support, community, and volunteers) within the Diocese. They will provide these services as cover, in support, or to supplement, existing Field Services Staff.</p> <p>Support services include First-Level and Second-Level on-site technical support and troubleshooting of issues relating to:</p> <ul style="list-style-type: none"> • Hardware and devices, • software and applications, • infrastructure assets, and • ICT services. <p>Professional services will include activities such as:</p> <ul style="list-style-type: none"> • Special projects of the Diocese and it's Agencies, 	

- asset lifecycle management,
- hardware and device delivery, installation, maintenance, and upgrades,
- operating systems, software and applications installation, maintenance, and upgrades,
- IT and building project support, and
- resolution or completion of Incidents, Requests, Problems and Changes.

The role will be mobile and operate from any of our Diocesan sites. Locations will be based on workload, demand and on other Field Services Staff availability and workload.

KEY ACCOUNTABILITIES	KEY TASKS (Technology Services Department)
Customer Service	<ul style="list-style-type: none"> • Provide excellent customer service to all staff, volunteers, teammates, partners, and external providers. • Deal with customer issues promptly, efficiently, and empathetically. • Strive to provide an unbeatable customer experience, ensuring the customer feels informed and supported at all times. • Effective interaction and communication with people at all levels, internal and external, to achieve desired outcomes.
Teamwork	<ul style="list-style-type: none"> • Provide positive and constructive input into discussions related to Technology Services activities, projects, and services. • Provide support, training, guidance, and knowledge-sharing to Technology Services teammates in areas of expertise, and experience. • Provide positive and constructive contribution to service improvement suggestions or initiatives for Technology Services. • Work with teammates in a respectful, cooperative, and collaborative manner. • Provide support to other Technology Services teams or team members, where required, during times of high workload, leave or special projects.
Communication	<ul style="list-style-type: none"> • Timely, accurate and professional communication and updates for all customers, teammates and other stakeholders related to allocated sites, incidents, requests, services and projects, or other allocated areas of responsibility.
Training, Guidance, Policy, and Documentation	<ul style="list-style-type: none"> • Produce and maintain high-quality end-user support and guidance documentation. • Support the delivery of end-user guidance and training in the use of systems, services, hardware, and applications.

	<ul style="list-style-type: none"> • Produce high-quality and consistent records, documentation and reports related to allocated sites, services, assets, customers, projects, or systems. • Contribute to the development, maintenance and implementation of IT policies, standards and procedures and manage compliance within the scope of Technology Services.
Development	<ul style="list-style-type: none"> • Participate in the Performance Review and Development (PRD) process to discuss performance and personal development and set personal targets. • Develop and demonstrate a general understanding of all aspects of the Diocese Enterprise Technology environment and its use within the Diocese. • Develop a comprehensive level of knowledge related to the Diocese mission, its agencies, supported sites and the services provided by Technology Services; along with any initiatives and projects to develop and improve these services.
IT Service Management Alignment	<ul style="list-style-type: none"> • Alignment with industry standard IT Service Management (ITSM) Frameworks. • Knowledge and adoption of the chosen ITSM platform as the core work management system. • Participate in the production of periodic reporting for the team and department, where required. • Management of all requested, queued, or allocated work within the ITSM platform. • Consistent and detailed updates and tracking of all work within the ITSM platform.
Other Accountabilities	<ul style="list-style-type: none"> • Participate in other special Technology Services, Agency, or Diocesan projects, where required by the Head of Department, Agency, or Diocesan Leadership. • Develop and promote awareness of, and act in accordance with the Technology Services, Shared Services, Diocesan, and Agency Strategic and Operational Plans. • Support the alignment of technology services architectural, information security, application and infrastructure standards and guidelines.
KEY ACCOUNTABILITIES	KEY TASKS (Role specific)

Field Services Team	<ul style="list-style-type: none"> • Deliver support and services to Diocesan sites, independently or as directed by the Field Services Leads or other Field Services Staff. • Provide support to other Field Services team members, where required, during times of high workload, leave or special projects.
Site Support	<ul style="list-style-type: none"> • Provides Site Support for all Diocesan sites, as required, including Diocesan Sites, Schools, CatholicCare, St Nicholas, Office of Safeguarding, Catholic Community Fund, Hunter Community Housing and Parish sites. • Operate from any of our Diocesan sites. Locations will be based on workload, demand and on other Field Services Staff availability and workload.
IT Asset lifecycle management	<ul style="list-style-type: none"> • Procurement, deployment, servicing & support, maintenance and decommissioning of supported IT hardware and applications. • Keep accurate, up-to-date, and accessible IT asset and configuration records for allocated sites.
IT systems and device management	<ul style="list-style-type: none"> • Installation, maintenance, support and upgrades of supported IT systems and devices, as part of BAU or projects. <ul style="list-style-type: none"> ◦ Includes physical/manual handling of deliveries and equipment.
IT operating systems, software, and applications management	<ul style="list-style-type: none"> • Installation, maintenance, support and upgrades of supported IT systems, software, applications, and operating systems, as part of BAU or projects.
Resolution or completion of Incidents and Requests	<ul style="list-style-type: none"> • Management or personal and team queues within ITSM platform • Resolution of Incidents and completion of Requests within the ITSM platform in a timely and efficient manner. • Delivery of services as agreed and published within Technology Services SLA document.
Resolution or completion of Problems and Changes	<ul style="list-style-type: none"> • Resolution of Problems and completion of Changes, where required, within the ITSM platform in a timely and efficient manner.
Best practice frameworks and legislation	<ul style="list-style-type: none"> • Awareness and execution of activities in line with the relevant best-practice frameworks, as directed, including but not limited to: <ul style="list-style-type: none"> ◦ IT service management (ITIL), ◦ IT project management (PMBOK, PRINCE 2, Agile),

	<ul style="list-style-type: none"> ○ Asset lifecycle management, ○ Privacy and data security, ○ Financial management.
Business and Industry Awareness	<ul style="list-style-type: none"> ● Develop strong working relationship with leadership staff at all sites, ensuring their needs are met. ● Develop working relationships with staff, functions, and Agencies within the Diocese, to understand their operational needs and technology requirements. ● Provide feedback to the Field Services Leads and other teammates in ways to better align with the aspirations of the Diocese and its Agencies. ● Understanding of contemporary trends and developments within the IT industry in respect to current and emerging technologies, which may assist our Partners.
Other Accountabilities	<ul style="list-style-type: none"> ● Support, Administration and/or Maintenance of Printing Systems, Phone Systems, ID Systems, Security Systems, Public Address Systems, Digital Signage Systems, specialist IT hardware, software and systems. ● Advice and support of student BYOD Programs.

QUALIFICATIONS

Essential

- Commencement of, or commitment to Tertiary qualifications in Information Technology or subsequent relevant work experience; or an equivalent combination of knowledge gained through education, training and /or experience
- Current Class C Driver's Licence
- Personal vehicle in good working order
- Current Working With Children Check (WWCC)

Desirable

- Possession of technology industry or vendor certifications, such as: ServiceNow, Microsoft, HPE/Aruba, Cisco, CompTIA, Apple (or others)
- Possession of an IT Service Management certification such as ITIL.
- Possession of a Project Management certification such as PMBOK, PRINCE 2 or Agile

SKILLS AND EXPERIENCE

- Demonstrate excellent oral and written communication and interpersonal skills with an ability to engage, manage, negotiate, influence and establish effective relationships with a range of people.
- Self-motivated and able to work effectively with minimal supervision, within broad guidelines.
- Awareness or experience working within an enterprise Service Desk function

- Track record of delivering operational technologies, services and IT solutions adopted by the Diocese.
- Awareness of relevant best-practice frameworks, including IT service management (ITIL), IT project management, IT asset lifecycle management, financial management, privacy and data security
- Excellent analytical, problem-solving and multitasking skills
- The ability to perform hands-on and remote troubleshooting and provide clear instructions to customers and other stakeholders
- Experience working in religious, not-for-profit, social services, child care, and/or education settings would be highly valued, but not essential.
- Experience with some or all of the following:
 - Microsoft enterprise systems such as AD, Office/Microsoft 365, Azure, MECM & Windows;
 - Networking equipment such as HPE Aruba & Cisco;
 - Enterprise Phone Systems;
 - ITSM platforms such as ServiceNow.

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Diocesan staff, students and volunteers	Technology Partners
Technology Services Department	Technology Vendors & Suppliers
All Agencies and their business partners	Technology Service Providers
Diocesan Curia	CEnet

SUCCESSION PLANNING

Positions which could succeed to this role: <ul style="list-style-type: none"> • Service Desk Trainee. • Service Desk Analyst. 	Positions which this role could succeed to: <ul style="list-style-type: none"> • Service Desk Analyst. • Field Support Officer • Field Support Administrator. • Junior Systems Administrator.
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LEGISLATIVE AND RISK REQUIREMENTS

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.
- Report, as soon as practicable to the Head of People and Culture, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.
- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:

Date:

Incumbent's Name:

Position Description Last Reviewed

September 2023

Next Review is due on

September 2024