



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Business Systems Support Officer</b>
<b>Level:</b>	NAATI Band 3.1-3.3
<b>Salary Range:</b>	\$83,607 to \$88,461 (July 2021) plus super \$85,267 to \$90,230 (July 2022) plus super
<b>Work Unit:</b>	Operations Team
<b>Location:</b>	Flexible (CBR, MEL, BNE, SYD, PER)
<b>Reporting to:</b>	IT Projects Manager
<b>Duration:</b>	Permanent - full time

### The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). NAATI is responsible for managing a national certification system for the translating and interpreting profession in Australia. Further details on the organisation and its business operations are available on the NAATI website at [www.naati.com.au](http://www.naati.com.au).

### NAATI Values

NAATI's vision is for a connected community without language barriers, and our purpose is to credential practitioners who wish to work as translators and interpreters in Australia. We take our responsibilities seriously, and in doing so maximise people's ability to fully engage and participate in Australian society. We are a values-based organisation. **Respect, Integrity** and **Professionalism** not only define who we are, it underpins everything we do.

- **Respect** – We treat everyone with dignity and respect
- **Integrity** – We are honest and trustworthy and lead by example
- **Professionalism** – We strive for excellence in everything we do

### Primary Outcomes for the Position:

The Business Systems Support Officer reports to the IT Projects Manager and is responsible for providing technical support for NAATI's Information and Communication Technology and Management Systems.

The Business Systems Support Officer is required to deliver on time, high quality requests for service that match the expectations of internal and external customers.

This role is responsible for providing day-to-day, end-to-end technical support across NAATI's suite of production and development systems, physical endpoints and cloud platforms.

## Key Responsibilities:

In consultation and collaboration with the IT Projects Manager and NAATI Regional Operations:

1. Deliver technical support for NAATI's end user computing environment and online corporate systems including desktops, laptops and mobile devices, Microsoft 365 and Azure, Cisco Meraki and other business applications
2. Manage NAATI's systems support needs including provision of end users, support, training, creating and tracking support tasks and reporting on business system support needs
3. Develop and foster positive relationships with NAATI staff and with 3rd party vendors and suppliers from all NAATI business areas
4. Oversee NAATI's ICT hardware requirements including procurement and installation of new equipment and ongoing support
5. Carry out other related functions as directed by the IT Projects Manager or member of the Senior Executive Leadership Team (SELT)

## Specific Duties

### Microsoft 365: Administration and Maintenance, Operational Security and Governance

1. Ensuring the operational health of the Microsoft 365 online environment including security, availability, performance, interoperability and reliability
2. Administration, support and configuration of MS Office365 for staff
3. Maintenance, and sustainment of existing client SharePoint sites and sub sites, Intranet, libraries, and content (including pages, workflows and business group files)
4. Administer and support Microsoft Exchange online
5. Maintenance, and sustainment of additional M365 services such as Endpoint Manager, Teams Calling and OneDrive for Business
6. Troubleshoot Microsoft admin centre issues when alerted by monitoring software

### General IT: End-user support and Maintenance

1. Provide tier 1 and tier 2 desktop support and troubleshooting of Windows 10 devices, networks and storage
2. Training and educating NAATI staff on O365 capabilities and collaboration tools (OneDrive, Teams, OneNote, SharePoint)
3. Provide support to NAATI staff for ICT equipment and manage the business needs including procurement, installations and support.
4. Provide end-to-end support services to NAATI staff across all internal systems including a business critical CRM and Learning Management System
5. Develop strong and effective working relationships with NAATI's external IT providers and be the primary contact for the NAATI IT service desk
6. Manage the upkeep and reliable operation of NAATI's endpoint devices.
7. Oversee and manage external and internal IT Support ticketing systems.
8. Maintain accurate records of NAATI's IT assets and resources
9. Provide first level support to NAATI customers experiencing issues in the myNAATI portal.
10. Assist in reporting on NAATI's IT environment

## **Selection Criteria**

### **Essential:**

1. IT experience in medium to large organisations
2. Technical document writing experience
3. Experience administering O365, Exchange, Azure Active Directory and SharePoint Online
4. Demonstrated record of performance and service delivery.
5. Proven ability to work autonomously as well as in a team environment.
6. Strong project management skills.
7. Strong communication skills (verbal and written).

### **Desirable:**

1. Microsoft certification
2. Cisco Associate level certification
3. Relevant tertiary qualification(s).
4. Knowledge of NAATI business context and objectives.

### **Employment Conditions:**

- Employment conditions are set out in NAATI Enterprise Agreement 2020 - 2024

**Approved by:** IT Projects Manager May 2022