



POSITION DESCRIPTION

Position Title:	IT Services Support Officer
Band:	NAATI Band 3
Work Unit:	Operations (IT Services)
Reporting to:	Manager, IT Services
Status:	Full time permanent

The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). Further details on the organisation and its business operations are available on the NAATI website at 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, they underpin 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 IT Services Support Officer provides frontline technical, and systems support to NAATI staff within established policies, procedures, and systems of work. The role supports the effective day to day operation of NAATI's end user computing environment, Microsoft 365 services, and selected business systems.

Working as part of the IT Services team, the role responds to service requests and incidents, assists with routine system administration tasks and supports staff in the effective use of NAATI's digital tools and platforms. The position operates under the direction of more senior IT staff, with guidance and supervision readily available.

Key Responsibilities and duties:

- Provide first and second level IT support to NAATI staff for end-user devices, applications, and systems.
- Respond to, record, and manage IT service requests and incidents using NAATI's service management system, escalating issues where required.
- Support the day-to-day operation of Microsoft 365 services, including Outlook, Teams, OneDrive, SharePoint Online, and related collaboration tools.
- Assist with the provisioning, setup, and maintenance of user accounts, access permissions, and devices under the guidance of senior IT staff.
- Support the deployment, replacement, and maintenance of ICT equipment, including desktops, laptops and peripherals.
- Assist staff with the use of standard IT systems and collaboration tools, including providing guidance and information training as required.
- Maintain accurate records of IT assets, user requests, and support activities.
- Work collaboratively with IT Services team members and external service providers to resolve issues and maintain service continuity.
- Facilitate routine Change Advisory Group (CAG) meetings, including coordinating agendas, scheduling meetings, recording minutes and tracking agreed actions, under the guidance of senior IT staff.
- Carry out other related duties as directed by the Manager, IT Services or a senior member of the IT Services Team.

Specific Duties

End User and Systems Support

- Provide routine support for Windows based devices, standard business applications, and network connectivity issues.
- Assist with onboarding and offboarding activities, including user set up, access changes, and equipment allocation.
- Perform troubleshooting of issues related to Microsoft 365 services and escalate complex issues appropriately.
- Support staff experiencing issues with NAATI's internal systems and external portals, including escalating customer-impacting issues to senior staff.

Administration and Documentation

- Update and maintain system documentation, user guides, and knowledge articles as directed.
- Assist in maintaining accurate inventories of IT assets and licences.
- Support reporting activities by providing accurate information on service requests, incidents, and asset usage.

Selection Criteria

Experience:

- Demonstrated experience providing IT or technical support in an office or service-oriented environment.
- Experience working with end-user devices, basic systems administration tasks, or service desk processes.
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Education:

- Relevant ICT qualifications or progress toward a qualification, or equivalent practical experience.

- Knowledge of NAATI’s organisational context, internal processes and systems is highly regarded.
- Entry level or foundational Microsoft or ICT certifications are desirable but not mandatory.

Knowledge and skills:

- Sound ICT skills and familiarity with Microsoft 365 and standard office productivity tools.
- Well-developed customer service and communication skills, with the ability to explain technical issues to non-technical users.
- Strong attention to detail and ability to follow documented procedures and instructions.
- Ability to prioritise tasks and manage own workload within agreed timeframes.

Accountability, supervision and relationships

The IT Services Support Officer is accountable for managing their own work and delivering support activities to agreed standards. The role works as part of a team, with supervision, guidance, and escalation support readily available from senior staff.

This role requires regular interaction with NAATI staff and IT colleagues. It is expected that the person will demonstrate NAATI’s values of respect, integrity, and professionalism in all interactions. The position sets a positive example through cooperative teamwork and effective communication.

Problem solving and decision making

Problems are resolved by following established procedures, using prior experience, and seeking guidance from senior team members where required. The role is expected to recognise when escalation is appropriate and contribute to continuous improvement through feedback and suggestions.

Employment Conditions:

- Employment conditions are set out in the NAATI Enterprise Agreement 2024-2028

Approved by: Chief Operating Officer - April 2026