



Position title	IT Support Officer
National Gallery level	NGA Level 4
Position number	Position No. 3039
Employment type	Non-ongoing/ongoing - Full-time
Department	Information Services
Portfolio	Chief Operating Officer
Immediate supervisor	Chief Information Officer
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check Hold a Security Clearance – Negative Vetting 1 (or the ability to obtain)

ABOUT THE GALLERY

The National Gallery is one of Australia's leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include excellence, creativity, courage, respect, and accountability.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world's leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

OVERVIEW OF THE ROLE

The Gallery's ICT Service Desk provides a fast-paced and varied environment in which to work.

The role of IT Support Officer performs a critical role in supporting users of the Gallery's IT network. This includes service desk requests, support for hardware and software, rollout of new starter equipment and credentials and other related tasks. This position reports to the ICT Manager position and is part of a team that enables and maintains the Gallery's information communication and technology infrastructure and service offering.

The IT Team provides the full suite of ICT services to enable all Gallery staff to access our IT network. This includes the applications we manage both on-premises and in cloud environments, and to enable reliable and safe devices for all staff to increase productivity and mobility. As a small team, all staff manage multiple capabilities and responsibilities, providing you with the experience across all facets of IT Service Management. The IT Team supports the Gallery both in the office and when staff are away from the office.

In addition to the standard IT service offering, the team further supports the Gallery in digital and art projects and initiatives that have an IT component from concept to implementation.

An order of merit may be established from this selection process and may be used to fill future identical vacancies over the next 12 months. Selection may be based on application and referee reports only.

If you do not wish to be added to an order of merit, please notify us in your application.

This position reports to the Assistant ICT Manager. This position of IT Support Officer is a non-ongoing full-time role within the Information Services Department team with the opportunity to become ongoing.

OUR IDEAL CANDIDATE

Our ideal candidate will have:

1. Sound ability to provide IT support and administrative activities, with the knowledge of, or ability to quickly learn, supporting Microsoft Windows desktops and laptops, Microsoft 365, Active Directory, Exchange, Azure, Printers, Mobile Management, Remote support, Mac devices and operating systems and video conferencing. Knowledge and experience in supporting audio visual technologies and activities would be highly regarded.
2. Demonstrated understanding of the implementation, support and operation of ICT hardware and software in a corporate environment.
3. Ability to identify, assess and manage priorities, meet deadlines, resolve problems, or escalate issues to ensure client needs are met in a timely manner.
4. Strong team skills and the ability to work with direction in a small team and high-pressure environment.
5. Strong customer service skills, including high order communication and engagement skills, with the ability to prepare correspondence, show initiative, build and maintain effective relationships, and deal with diverse stakeholders.

WHAT WILL YOU DO?

In accordance with the APS 4 work level standards, you will:

1. Provide support and technical advice for users accessing the National Gallery's IT network and supporting them to access common business applications (e.g. Microsoft 365 Suite)
2. Work under direction in line with established priorities, practices, and methodologies to identify, assess and resolve ICT incidents and problems to a high level of quality for clients.
3. Action service requests using a Service Desk ticketing portal and escalating where required.
4. Development and maintenance of knowledge-based articles in the ticketing portal.

5. Set up new starters to the National Gallery with their IT credentials and hardware needs and undertake ICT relocations for clients.
6. Participate in rotational weekend on-call roster as required.
7. Support the delivery of projects and events or other IT-related activities as directed.
8. Communicate clearly and effectively with stakeholders both internally and externally.
9. Participate in team planning activities to achieve Department and Gallery goals.

WHO ARE WE LOOKING FOR?

To be successful in this role you will need to demonstrate, or have the ability to develop the following,

You will:

1. Understand the Gallery ICT environment and contribute to the development of plans, strategies and team goals and apply your expertise **to achieve the best outcomes** for your team and the broader Gallery.
2. **See tasks through to completion** and work within agreed priorities, seeking feedback and guidance to ensure the best practice.
3. **Listen to, understand, and recognise** the needs of others to provide a high quality of customer service when engaging with internal and external stakeholders.
4. **Communicate confidently** and effectively in both written and verbal forms.
5. **Act with integrity**, showing judgement and professionalism in all that you do to reduce risk within your team and the broader Gallery and when representing the Gallery with external stakeholders.

HOW TO APPLY

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **two pages** that outlines your skills, capabilities and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section.

Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

As part of your application process, we ask that you also complete the [personal particulars form](#) as well.

To apply for this role please forward your application to recruitment@nga.gov.au.

Qualifications, Certifications and Registrations

To be eligible for this role you **must**

- Be an Australian Citizen, and
- satisfy a police check.

Role specific mandatory qualifications certification and/or registrations include:

- Hold a security clearance – Negative vetting 1 (or the ability to obtain)

Work, Health & Safety Obligations

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

Contact

Further information about the position may be obtained by contacting Kieran Maher on +61 2 6240 6593 or kieran.maher@nga.gov.au.