

ARPC Position Description

Role Title:	IT Support Analyst		
Function:	Operations	Classification broadband:	ARPC 5/6 (Broadband 2)
Location:	Sydney	Security clearance:	Eligible for Baseline Clearance (Australian Citizenship required)
Role Reports to:	Head of Information Technology		
Direct Reports:	Nil		

Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The purpose of this role is to support ARPC's Information Technology (IT) operations by providing IT support for ARPC team members and actively contributing to the establishment and maintenance of a high-quality IT environment in accordance with ARPC policies.

Key accountabilities (Key activities, tasks, and outcomes to be achieved)

IT Support

- Provide online and face to face technical support to users, acting professionally as the first port of call for IT support queries.
- Ensure all incidents are logged in Jira ticketing system and resolved in a timely manner in accordance with ARPC's policies and procedures.
- Proactively communicate with users to keep them updated about their requests.
- Take ownership of escalated deployment issues through to resolution.
- Analyse incident types & frequency to develop an understanding of trends and other relevant insights.
- ITIL Familiarity - solid understanding of incident, problem, and change management best practices.
- Process Improvement Mindset - proactively seek value adding resolutions to improve support processes and reduce recurring incidents.
- Keep the IT management aware of potential areas for enhancement and educational requirements.
- Configure and provide first level support of all ARPC's business connectivity devices such as iPhones, iPads, Dell laptops, and Canon printers.
- Support Microsoft 365 (SharePoint, OneDrive, Teams) and other cloud platforms to improve business productivity and collaboration.
- Sound Knowledge of Atlassian products (Jira Service Management, Jira Projects, Confluence).

IT Administration

- Complete assigned work toward establishing quality systems, policies, and procedures to ensure seamless IT support is provided to all users.
- Monitor IT support performance against service level agreements and present associated performance reports to the IT Management
- Develop and deliver IT training and education to ARPC team members.
- Work in conjunction with the IT team to coordinate the continual upgrading of IT systems.
- Maintain an up-to-date knowledge of emerging technologies and their potential application to IT support in ARPC.

IT Infrastructure

- Deep understanding on Windows 11 OS and Windows Autopilot.
- Perform operational tasks to ensure all endpoints, applications and network systems are consistently updated and fully patched to safeguard against cyber threats.
- Knowledge of Zero Trust Security practices in network and cloud infrastructure.

Other

- Collaborate with other IT team members and follow instructions from Cloud Operations, Cybersecurity and IT Service Delivery Manager.
- Role model ARPC's Values and Code of Conduct and capabilities set out in ARPC's Capability Framework.

Working relationships (key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Internal Relationships

- Build and maintain strong relationships across ARPC by working closely with the business

External Relationships

- Build and maintain strong relationships with industry peers

Person specification

Qualifications and experience

Qualifications

- Tertiary qualification in computer science, IT or a related field. *Mandatory*
- Relevant Microsoft M365 or ITIL certifications. *Mandatory*

Experience

- Proven experience in M365 environments *Mandatory*
- Hands on support experience in one or more of the following technologies – Entra ID, Exchange Online, SharePoint Online, OneDrive, Teams, Intune, and related M365 Admin centres. *Mandatory*
- Some practical experience in office network operations *Desired*
- Knowledge of insurance, reinsurance banking or financial service *Desired*
- Experience with technical writing of reports. *Desired*

Key legislative / regulatory role responsibilities

Public Interest Disclosure Act 2013 (PID Act)

- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

Privacy Act 1988

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer / or Privacy Champion, as soon as they become aware of them.

Freedom of Information Act 1982 (FOI Act)

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

Work Health & Safety Act 2011 (WHS Act)

- All workers, including senior managers and executives, have duties under WHS Act.
- These duties include taking reasonable care for our own psychological and physical health and safety and that your actions or omissions do not adversely affect the health and safety of other persons.

Technical capabilities (skills, knowledge, technical or specialist capabilities)

- Sound interpersonal skills coupled with effective stakeholder management capabilities.
- An ability to effectively negotiate and influence.
- A self-starter with minimal supervision who can work across a diverse range of problems, contexts and at times changing priorities.
- Sound analytical and problem-solving skills.
- Ability to work as part of a team and autonomously, as a subject matter expert
- Ability to analyse, design, plan, execute, and evaluate work to time, cost and quality targets.

- Well-developed analytical skills with the ability to derive simple insights from complex data.
- Well-developed written and verbal communication skills.
- Ability to make decisions within scope of role and escalate where necessary so that assigned work can be delivered within agreed timeframes, quality requirements and budget.
- Strong customer service focus.
- Good time management and communication skills.
- Astute attention to detail.
- Courteous assertiveness.

Authorities	Limits/ type
Financial delegations:	As per ARPC Delegations Policy
HR delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI) and Declared Cyclone Event (DCE):	As per ARPC Event Response Policy

Additional requirements

ARPC Values			
• Integrity	• Respect	• Service	• Wellbeing

ARPC Capabilities (Integrated Leadership System)
ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.
<ul style="list-style-type: none"> • Shapes strategic thinking • Achieves results • Supports/cultivates productive working relationships • Exemplifies personal drive and integrity • Communicates with influence

Prepared by: <i>(Name & Position)</i>	Sachin Nadgauda Head of Information Technology Catherine Tissier, Manager Recruitment and Employee Relations	Date:	April 2025
Roles up to & incl. EL1 <input type="checkbox"/> Approved by:	Victoria Simpson, Chief Operating Officer	Date:	April 2025