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| **Position Title** | Information & Technology (Networking) Traineeship |
| **Portfolio** | Corporate Services |
| **Division** | ICT & Innovation |
| **Department/Cost Centre** | P&C - 04300 |
| **Classification**  | National Training Wage Level A  |
| **Position Number/'s** | NA |
| **Reporting to** | Manager – ICT & Innovation |
| **Supervises** | NIL  |

**Who is South West TAFE?**

South West TAFE is a nationally-recognised educator based in a thriving regional setting, in the heart of Victoria’s Great Ocean Road region. Our campuses are located in Warrnambool, Hamilton, Portland and Colac.

As the leading education and training provider in south west Victoria, we were proud to be recognised as Victoria’s and Australia’s Best Large Training Provider for 2020.

We are passionate about providing training that prepares students for in-demand jobs now and into the future.

We aim to be an employer of choice, drawing in the very best talent, to give our students the best learning experience. We provide staff with excellent working conditions and the opportunity for a supportive work environment and a rewarding career.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability.

Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

* **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
* **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
* **Leadership** - We will be forward thinking, collaborative and inspirational
* **Accountability** - We take ownership of our actions and deliver on our promises
* **Responsiveness** - We will deliver and respond with care.

**Who is Westvic Staffing Solutions?**

Westvic Staffing Solutions Group Training Operations originated in 1984 as a not for profit, community based company and has since evolved as a leading regional provider of employment and training services throughout South West Victoria.

Our services are professionally delivered by dedicated staff, committed to:

* Delivering quality employment and training services to the community
* Increasing the trade and vocational training and employment

**Australian Traineeships/Apprenticeships**

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from certificate 2 level through to a diploma. Training can be in the form of “off the job” at a Registered Training Organisation (RTO) or delivered in the workplace.

**Key Accountabilities**

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

***Your Position***

* Undertake and complete all studies, classes and workshops associated with completing Certificate IV in Information Technology
* Provide a point of presence for user help desk support, both via phone, in person, and via web Help Desk software.
* Assist in first level technical support.
* Assist in the provision and maintenance of ICT hardware, including workstations and printers.
* Assist in the support of Voice and Data communications networks.
* Maintain ICT hardware and software registers.
* Assist in processing, sorting and registering paperwork for ICT documents, reports, and purchase orders.
* Communicate with external vendors in the provision of IT support.
* As required respond to customer enquiries.
* Answer incoming telephone calls and direct them to the appropriate person/service provider in a prompt and courteous manner.
* Provide general administrative support across the Department
* Maintain a polite and considerate approach when dealing with all students, staff, customers and community members

***Your Organisation***

* Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
* Keep up to date with relevant information and industry best practice
* Comply with internal policies and procedures including the Code of Conduct
* Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
* Commit to access and equity principles in carrying out work functions
* Actively participate in the organisations Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

**Workplace Health and Safety**

* Follow Westvic Staffing Solutions’ and the Host Employer’s Workplace Health and Safety policies, procedures and workplace instructions
* Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
* Correctly wear and maintain items of personal protective clothing and equipment that are provided
* Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
* Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

**Key Selection Criteria (Key to Success)**

Successful candidate will demonstrate the best combination of the following characteristics;

* Strong customer service skills
* Well organised and the ability to meet deadlines
* Able to work as part of a team
* Good communication skills (both written and verbal) and competent literacy and numeracy skills
* Aptitude for working with computers and utilising a variety of purpose specific software. Candidates will need to have a sound knowledge of Microsoft Office Suite.
* Able to work accurately and neatly
* Professional personal presentation
* Reliability and punctuality
* Attention to detail in all administrative tasks

**Qualifications and Requirements**

*Mandatory requirements*

* Willingness to undertake a Certificate III in Information Technology
* Employee Victorian Working with Children Check (trainee to be reimbursed by Westvic Staffing Solutions)
* Satisfactory Police Check (to be conducted by South West TAFE)
* COVID-19 Vaccination

**Additional Information**

* South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
* South West TAFE promotes the safely, wellbeing and inclusion of all children including those with a disability
* Position, requirements and conditions in accordance with Victorian TAFE Teaching Staff Agreement 2021
* Any member of SWTAFE may be required to work at any site dependent upon business needs

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|  | **Authority level** | **Name** | **Date** |
| **Prepared by** | People & Culture | Prepared | 07/10/2022 |
| **Agreed by** | Incumbent | Click here to enter text. |  |