

Information Technology Position Description

Position: Information Technology Traineeship completing Certificate III

Date PD Issued: 09/11/22

Host Employer: Sinclair Wilson

Supervisor:

Host Employer Address: Bayside City Plaza

Westvic Staffing Solutions Field Officer: Jacob Rhodes

Approach:

Sinclair Wilson prides itself on upholding the highest professional and ethical standards not only in our client service but in all aspects of how we work. Our vision and values are clear - we provide excellent client service and encourage a culture of development, collaboration, and integrity.

Duties of Position:

The IT Trainee provides administration support to the Sinclair Wilson staff and partners and assists with the ongoing maintenance of the SW computer systems. This role will be given regular opportunities to undertake new tasks and projects.

Key Responsibilities / Performance Expectations:

This includes but is not limited to:

- Provide assistance to IT support and maintenance
- Contribute towards help desk support calls and emails, in a friendly and professional manner
- Provide high quality customer service
- Undertake various hardware and software work duties and tasks
- Support internet and software requests, by diagnosing and troubleshooting problems
- Help provide problem resolutions
- Assist with other duties and projects as required which may include supporting the personal assistants, administration, practice management group, accounts payable, IT administration, marketing, and HR
- Provide and support effective working relationships with internal staff including regular communications and relevant updates

Experience and Skill:

- Excellent interpersonal and communication skills
- Attention to detail and strong work quality
- Knowledge of the basic concepts of modern computer technology and programming
- Computer skills including, Microsoft Word, Excel, PowerPoint, and Outlook
- Ability to think critical and problem solving
- Time Management
- General "Can Do" attitude
- Friendly personality, flexible and helpful
- Ability to work under pressure and to meet deadlines
- Motivated to continually strive for superior client service

Qualifications and Licenses Required:

- Nil

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 with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information

- **Hours Per Week: 38**
- **Days per Week: Monday to Friday**
- **Award / Agreement: National Training Wage Level A**
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: TBC**

Copy to : Employee Host Employer Main File**Position Description Acknowledgement**

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____ Date ____/____/____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____ Date ____/____/____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____ Date ____/____/____