

## IT Support Analyst (Volunteer) – Australia

<b>Type of Employment</b>	Volunteer Part time (2-3 days a week)
<b>Place of Employment</b>	SeeBeyondBorders Australia office Suite 106, 1–3 Gurrigal Street Mosman NSW 2088, Australia
<b>Summary of Role</b>	<ul style="list-style-type: none"> <li>• Mosman based volunteer role</li> <li>• Put your IT skills to work for successful charity</li> <li>• Develop Google Apps experience</li> <li>• Dynamic enthusiastic team</li> </ul> <p>SeeBeyondBorders is looking for Volunteer Support Analyst to join our dynamic close-knit team based in Mosman.</p> <p>The role will support the organisation’s I.T. hardware and software, backup procedures and internet communications.</p> <p>As a charity we have to keep our overheads to a minimum, hence our focus on cloud-based applications. As an education charity we have access to entire G suite of applications from Google, and a significant part of this role will also be supporting and utilising these applications.</p> <p>This role will liaise closely with our growing team in Cambodia, and so applicants require good communication skills and the ability to analyse and solve problems remotely.</p> <p>So, if you want to bring your IT skills and be a key part of a team that is having a major positive impact on the education of Cambodian children, please apply today.</p>
<b>Accountable to</b>	Systems Manager

## Selection Criteria

<b>Essential Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Cloud experience</li> <li>• Help Desk Support experience</li> <li>• Information Technology Degree or Experience working in I.T. environment</li> <li>• Familiarity with Windows and MS Office</li> <li>• General software application knowledge for installation, configuration and training purposes</li> </ul>
<b>Desirable Personal Characteristics:</b>	<ul style="list-style-type: none"> <li>• Good organisational skills</li> <li>• Independent and resilient, self-motivated while being a team player</li> <li>• Broad minded, practical, flexible and creative</li> <li>• Proactive approach to problem solving</li> <li>• Strong ethics and morals</li> <li>• Excellent interpersonal skills</li> <li>• Passion for justice</li> </ul>
<b>Working Conditions:</b>	<ul style="list-style-type: none"> <li>• Flexible and negotiable but within the Australian office</li> </ul>

## Duties (Including but exclusively)

- Onsite and remote maintenance of I.T. hardware and software, including license management and upgrade maintenance
- Maintenance and configuration of networking/ internet to optimize staff/ volunteer performance

- Provide user documentation and training for various I.T. functions and software applications
- Provide help desk support for all staff/ volunteers
- Work with management to create long term I.T. strategies and update current I.T. policies and procedures

## Organisation information

SeeBeyondBorders ([www.seebeyondborders.org](http://www.seebeyondborders.org)) is a DFAT accredited charity that has been recognised by UNESCO for effectiveness in the field. We believe change begins with education, and we think that quality teaching and learning should be available to everyone. We work in rural primary schools in Cambodia, a country still recovering from the destruction of its education system under the Khmer Rouge. In partnership with local communities we sustainably improve education standards by training and mentoring teachers, getting children to school and developing better learning environments.

## Applications

Please address applications to Jenny Lambert, with the subject line 'Support Analyst- Australia', to email address: [helpdesk@seebeyondborders.org](mailto:helpdesk@seebeyondborders.org). Please attach your CV and a cover letter explaining why you believe you are suitable for the role with reference to the selection criteria. The successful candidate will be offered the role subject to a Working with Children Check (Australia) or DBS check (UK) and acceptable references. You will also be asked to sign our Child Protection Policy and our Code of Conduct.

Might there be any enquiries about this role please don't hesitate to contact Andy Wade (+61 (0) 433 595911 or +61 (0) 2 9960 7077).

We look forward to hearing from you!