



# North Australian Aboriginal Justice Agency

Freecall 1800 898 251 ABN 63 118 017 842 Email [mail@naaja.org.au](mailto:mail@naaja.org.au)

## IT Systems Support Officer

<b>Position Title</b>	IT Systems Support Officer
<b>Salary</b>	PSO 3.1 (\$72,957) – PSO 4.4 (\$90,390) depending on experience
<b>FTE</b>	Fulltime
<b>Location</b>	Darwin
<b>Commencement</b>	ASAP
<b>Positions</b>	1
<b>Reports to</b>	IT Systems Specialist (IT Manager)

### About NAAJA:

The North Australian Aboriginal Justice Agency Ltd (NAAJA) provides legal assistance and justice services for Aboriginal and Torres Strait Islander people in the Northern Territory. We have offices in Darwin, Palmerston, Katherine, Tennant Creek and Alice Springs. We are recognised as a leading legal service and have received national and local human rights and crime prevention awards for our work.

NAAJA's legal practice is the largest in the Northern Territory, providing high quality, culturally proficient and accessible advice, casework, and court advocacy in both criminal and civil law. NAAJA particularly seeks to achieve social justice for Aboriginal and Torres Strait Islander people through strategic litigation, law reform and education.

### POSITION OVERVIEW:

The Information Technology (IT) Support Officer will work with the IT Systems Specialist and third-party service providers to provide full IT lifecycle management, including activities such as IT acquisition services, IT support services, IT asset disposal services and IT onboarding/offboarding services. The work requires high levels of motivation, energy, and a commitment to professional excellence.

Suitably qualified Aboriginal and Torres Strait Islander people are encouraged to apply.

### DUTIES:

Daily:

- Work closely with the ICT Systems Specialist and the Managed Service Provider (MSP) to achieve effective ICT outcomes.
- Assist Executive and Senior Staff with IT related issues as needed, covering Windows End Point support, iPhone and Android mobile device support, Wi-Fi, network connectivity, printing and other related ITC issues.

#### HEAD OFFICE: DARWIN

61 Smith Street  
GPO Box 1064  
DARWIN NT 0801  
Tel: 08 8982 5100  
Fax: 08 8982 5190

#### KATHERINE

10 Third Street  
PO Box 1944  
KATHERINE NT 0851  
Tel: 08 8972 5000  
Fax: 08 8972 5050

#### ALICE SPRINGS

55 Bath Street  
PO Box 1670  
ALICE SPRINGS NT 0870  
Tel: 08 8950 9300  
Fax: 08 8953 0784

#### TENNANT CREEK

61 Paterson Street  
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- Provide onsite user support and training, including:
  - Microsoft 365 environment support, Managed Print Service support, Wi-Fi/connectivity related issues, Workstation operating systems and installed applications,
  - Assistance with corporate systems such as M-Files, CMS, CNS, CSNet systems, Axon Justice, SMS services, Finance and HR systems,
  - Assist with staff Onboarding and Offboarding services including provision of ITC equipment and management of the provision of user accounts and systems access.
- Empower users to understand IT services and encourage self-diagnose to resolve IT problems where possible.
- Maintain ICT Asset Registers covering physical hardware, software licenses, Staff ICT Access Registers, Mobile Phone, SIM and Desk Phone/Desk Number Registers.

On a less regular basis:

- ICT equipment acquisition, deployment, and lifecycle management including:
  - Procurement of ITC asset,
  - Preparing & deploying new & recycled equipment,
  - Lifecycle management (equipment maintenance, warranty repairs and asset disposal).
- Assist with onsite Network Administration tasks as directed by the MSP or IT Systems specialist including workstation and desktop hardware issues, network cable issues, routers, switches, firewall, UPS and other Network Administration tasks.
- As required support the IT Systems Specialist with IT projects such as:
  - Electronic forms design and deployment, staff IT onboarding and offboarding processes and systems and maintaining and improving the operations of all ICT systems,
  - Major IT Projects including cloud migrations, SharePoint & Azure Files, Data archiving and clean-up processes,
  - Review and enhancement of IT Policies and Procedures.
- Travel to all NAAJA offices (including Alice Springs, Tennant Creek, Katherine & Darwin) as required to ensure operational IT requirements are met, and local IT issues resolved.
- Perform other IT and Corporate Services duties as directed, including occasional Reception and Administrative Duties.

### Key Selection Criteria

- Demonstrated experience in IT procurement, management, maintenance, monitoring, and configuration of corporate-grade ICT Assets.
- Proficiency in Microsoft 365 and Associated platforms including Windows 10/11, Microsoft Office, SharePoint, OneDrive, Teams including Teams Calling,
- Possess substantial knowledge in a variety of the higher-level & emerging Microsoft 365 technologies including Entra ID in a hybrid model, SharePoint & OneDrive, Copilot, Microsoft PowerApps, PowerAutomate, PowerBI, Teams Calling including Teams Resources (Rooms), Microsoft Configuration Manager (Microsoft InTune including iPhone and Android integration).

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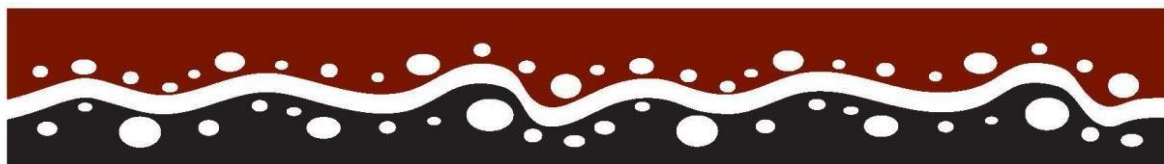
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- Solid understanding of IT Networking and User Support processes encompassing IT User Support, IT Systems support, IT security and overall ICT environment in a typical multi office mid-size organisation. This will include Wi-Fi, Corporate printing technologies such as Uniflow, Microsoft Teams video conferencing and telephony systems based on Microsoft Teams Calling,
- In depth knowledge of Active Directory & Entra ID, Networking, network infrastructure including firewalls, routers, switches, & Wi-Fi access points, Virtual Private Networking & Remote Desktop Services.
- Demonstrated experience in identifying and implementing quality improvement initiative, such as capital improvement and digitalisation of corporate systems etc.
- Possess strong administrative skills and effective time management in a dynamic IT environment.
  - Demonstrated high level of written, oral, and organisational skills. Including ability, experience, or inclination to conduct IT related meetings to introduce new technology and systems or to conduct group training sessions.
- Adherence to ICT Standards and Procedures:
  - Demonstrated ability to adhere to ICT policies, standards, and procedures.
- Versatility and Supervisory Skills:
  - Capability to work both independently and collaboratively as a productive team member and to supervise others when necessary.
- License and Clearance Requirements:
  - Hold a current NT "C" Class Driver's licence or ability to obtain readily.
  - Ability to obtain a "Working With Children Clearance" (Ochre Card) upon commencement.
  - Possess a satisfactory criminal history check and no disqualification from employment by a legal practice.
- Aligned Ethical Standards and a Motivated Attitude:
  - Demonstrated work ethic and attitude, in line with the North Australian Aboriginal Justice Agency values of being professional, accountable, honest and innovative.
  - Display a desire and motivation to undertake ICT training and self-development to enhance your ICT knowledge and understanding to ensure it is both current and increasing

**How to Apply:** Applicants for this position must address the selection criteria in their written application, which should be sent to [Recruitment@naaja.org.au](mailto:Recruitment@naaja.org.au) Aboriginal and Torres Strait Islander people are strongly encouraged to apply

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