

JOB TITLE	ICT SPECIALIST
DIVISION	ICT
REPORTS TO	MANAGING DIRECTOR
DATE	11/03/2020

POSITION DESCRIPTION

Position purpose The position is responsible for providing ICT advice and support and sharing their technical knowledge, to contribute to the success of the company.

Main responsibilities

Core responsibilities:

- Develop, promote and model Benmax values and behaviours
- Promote and ensure compliance with relevant codes and standards and company's quality assurance (QA) system
- Participate in internal and external QA audits
- Improve efficiency and effectiveness by continually reviewing and updating systems and processes and participate in relevant team meetings
- Work collaboratively with others to ensure the smooth functioning of ICT across the business
- Develop and maintain client relationships

Position specific:

- Provide general day-to-day IT support for all employees across the business
- Provide advice and support and encourage people to use technology to improve efficiency and productivity
- Assess ICT infrastructure on a regular basis to ensure it continues to meet necessary demands
- Participate in the selection and implementation of new software platforms for business support systems
- Assist with the installation of new hardware and software and help train employees on its use
- Manage ICT supplier relationships to ensure a highly responsive and effective service to employees.
- Liaise with external IT provider to ensure any risk to the business is minimised
- Administer, manage and develop the SharePoint site (including implementation of new apps/processes to bring efficiencies to the business
- Administration and management of O365 licensing and subscription services for all users.
- Onboarding, procurement and management of hardware for new users
- Procurement and management of new ICT hardware for existing users
- Procurement of new business support related hardware (routers, firewalls etc)
- Management of user exits

The above list is not exhaustive and the role may change to meet Benmax strategic objectives.

Knowledge, skills and abilities

- [Level 3 core competencies](#)
- Highly developed communication skills

Qualifications

- Certificate IV or Diploma in Information Technology (business systems) or equivalent experience (essential)
- Certificate IV in Project Management (desirable)

Industry membership/s

Experience

- Previous experience in the construction industry or at least 3 years' experience in a similar role
- Proven track record of maintaining IT structural integrity