Pacific Disability Forum

Position Description

Vacancy Title: Information Technology Officer
Location:
Reports To: None

Objective

The Information Technology Officer is responsible for maintaining reliable, secure, accessible and efficient information technology services across the Pacific Disability Forum. The role coordinates user support, systems administration, technology assets, cybersecurity activities and technology improvement initiatives to ensure organisational operations, programme delivery and member services are supported effectively. Reporting to Senior Manager Finance & Corporate Services.

Outcomes

Organisational Stakeholders

1. Technology infrastructure, applications and communication systems remain available, secure and fit for purpose.

- Configure, maintain and monitor approved hardware, software, network and cloud-based systems.
- Identify, investigate and resolve system faults, outages and performance issues or coordinate escalation to service providers.
- Monitor system performance and recommend preventative maintenance activities.
- Schedule system maintenance and service updates to minimise disruption to business operations.
- Maintain accurate records of system configurations, service requests and technical documentation.
- Support the deployment of new technologies and system upgrades.

2. User Support and Digital Accessibility

- Manage and prioritise technical support requests according to agreed service standards.
- Provide troubleshooting and resolution for hardware, software, connectivity and system access issues.
- Deliver user guidance, onboarding support and training on approved systems and digital tools.
- Promote secure technology practices and user awareness of cyber risks.
- Support digital accessibility initiatives and ensure technology solutions accommodate diverse user needs.
- Assess assistive technology requirements and coordinate approved accessibility adjustments.

3. Information Security and Business Continuity

- Maintain user access permissions and authentication controls in accordance with approved policies.
- Implement approved security updates, patches and vulnerability management activities.
- Monitor systems for security risks, suspicious activity and policy non-compliance.
- Support incident response activities and promptly escalate security breaches or threats.
- Maintain backup schedules and verify successful completion of backup processes.
- Conduct restoration testing and maintain disaster recovery documentation and procedures.

4. Technology Assets and Vendor Management

- Maintain current asset registers for hardware, software licences, warranties and assigned equipment.
- Track licence utilisation, renewals and compliance requirements.
- Assist with technical evaluations and specifications for technology procurement.
- Liaise with technology vendors and service providers regarding support issues and service delivery.
- Monitor supplier performance against service commitments and contract requirements.
- Identify opportunities for cost-effective technology solutions and efficiencies.

5. Continuous Improvement and Technical Support Capability

- Assess and recommend system enhancements to improve service delivery, accessibility, security and efficiency.
- Participate in testing, implementation and documentation of approved technology changes.
- Develop and maintain user guides, procedures and technical documentation.
- Provide guidance and support to the Information Technology Assistant on assigned activities.
- Review unresolved issues and provide technical escalation support where required.
- Contribute to ICT planning and improvement initiatives across the organisation.

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
People	

Problem Solving	Develop practical solutions to a situation.
Self-Management	Manage your priorities and objectives efficiently and effectively

Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Information Technology/Computing	

Work Knowledge and Experience

Minimum three (3) years' experience in information technology support, systems administration, network administration or a similar role.

Experience supporting enterprise applications, user devices, cloud services and business systems.

Experience providing technical support and managing service requests.

Required Knowledge -Operating systems, endpoint management and device administration. -Networking concepts, infrastructure and connectivity troubleshooting. -Identity and access management principles. -Backup, disaster recovery and business continuity practices. -Information security controls and cyber risk management. -Software licensing and technology asset management. -Digital accessibility standards and assistive technologies. -Data protection and privacy requirements.

Desirable -Industry certifications in networking, systems administration, cloud technologies or cybersecurity. -Certifications such as Microsoft Certified, CompTIA Network+, Security+, Cisco CCNA or equivalent.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All PDF employees and consultants	
External		
	Internet Service Providers	
	Software Vendors	
	Hardware Suppliers	
	Technology Consultants and Contractors	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

Contact Name: Elizabeth Cama

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Further Contact Information: --

Closing Date: 29 Nov 2026