Pacific Disability Forum

Position Description

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

Objective

The Information Technology Assistant provides first-line technology support and administrative assistance for information technology services across the Pacific Disability Forum. The role supports users with routine technical issues, assists with equipment setup and maintenance, maintains technology records, and ensures technology resources are available and functioning effectively. Complex technical issues, security concerns and administrative changes are escalated to the Information Technology Officer in accordance with approved procedures. Reporting to Information Technology Officer.

Outcomes

Organisational Stakeholders

1. Technology support requests are addressed promptly and appropriately through resolution or escalation.

- Receive, log, prioritise and monitor technology support requests.
- Resolve routine hardware, software, printing and connectivity issues using approved procedures.
- Provide courteous and accessible assistance to users experiencing technical difficulties.
- Maintain accurate records of support requests and actions taken.
- Escalate unresolved or complex issues to the Information Technology Officer.
- Report recurring faults or emerging support trends for further investigation.

2. Equipment and Meeting Technology Support

- Prepare and configure approved computers, peripherals and software for staff and consultants.
- Conduct routine testing of devices prior to deployment.
- Support online and hybrid meetings through setup and basic troubleshooting of meeting equipment.
- Verify accessibility requirements and assistive technology arrangements before scheduled events.
- Maintain accurate records of equipment allocation, returns and transfers.
- Assist with induction setup for new staff and approved user transitions.

3. Routine Technology Maintenance

- Perform approved software updates and device checks under the direction of the Information Technology Officer.
- Monitor assigned equipment for faults and maintenance requirements.
- Record equipment issues and facilitate repair or replacement processes.
- Assist with deployment of approved system upgrades and technology changes.
- Maintain maintenance records and service documentation.
- Support inventory inspections and equipment audits.

4. Secure Access and Information Handling

- Complete authorised user account setup and closure activities.
- Support implementation of approved access changes under supervision.
- Report suspicious emails, system activity or security concerns immediately.
- Follow established procedures for secure handling of equipment and user information.
- Maintain confidentiality of passwords, access credentials and organisational information.
- Assist users in understanding approved security practices and requirements.

5. Technology Records and User Guidance

- Update equipment registers, inventory records and stock tracking information.
- Maintain records of assigned technology assets and support activities.
- Assist with preparation and updating of user guides and basic troubleshooting materials.
- Ensure guidance materials are available in accessible formats where required.
- Monitor equipment stock levels and consumable requirements.
- Report replacement needs and outstanding support issues to assist planning and budgeting activities.

Responsibilities - Key Competencies

Competence	Description
Business	
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Communication	Exchange information through verbal communication
Customer	

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
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		
Certificate	Information Technology/Computing	

Work Knowledge and Experience

Minimum one (1) year experience in information technology support, desktop support, equipment setup or a related technology service role.

Experience assisting users with routine technical troubleshooting and support requests.

Experience maintaining records and supporting operational technology activities.

Required Knowledge -Desktop operating systems and common office applications. -Basic networking and connectivity troubleshooting. -Computer hardware, peripherals and device setup procedures. -Online meeting platforms and associated equipment. -User access management and password security practices. -Technology asset tracking and inventory management. -Accessibility features and inclusive technology support practices. -Organisational information security requirements and confidentiality obligations.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All Staff, Consultants and Volunteers	
External		
	Telecommunications and Internet Service Providers (as assigned)	
	Hardware Suppliers	

Attributes

Behavioural Styles	
Innovative	Devises new and creative ways to do things comes up with original ideas.
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