

## POSITION DESCRIPTION AND SELECTION CRITERIA

<b>Role Title:</b>	<b>IT Support &amp; Systems Administrator</b>		
<b>Classification:</b>	\$79,000 + Super + Salary Packaging	<b>Date Approved:</b>	12 January 2026
<b>Reports to:</b>	Technical Manager	<b>Unit:</b>	IT Department
<b>Award</b>	Clerks Private Sector Award 2025		

## ORGANISATIONAL CONTEXT

Imparja Television is an Aboriginal owned, independent and not for profit commercial television broadcaster.

Based in Alice Springs, Imparja commenced services in 1988. Imparja now operates 28 retransmission sites within the Remote Central and Eastern Australian (RCEA) licence area.

Our broadcast area is over 3.6 million square kilometres. Spanning six states and territories with some 200 remote Indigenous communities within the license area. It is estimated Imparja broadcast daily to more than 1 million viewers.

Our signal and the 14 Aboriginal radio services we provide capacity for are uplinked at the Optus Belrose satellite facility and are available on The Viewer Access Satellite Television service (VAST).

## PRIMARY PURPOSE AND FUNCTION OF THE ROLE

The IT Support Officer is responsible for providing comprehensive technical support for Imparja Television's information technology infrastructure, and systems and applications, including the Etere TV broadcast platform which is unique to Imparja.

This role ensures reliable operation of all IT systems and support services, maintains network infrastructure and provides system administration across the organisation. The position encompasses end-to-end IT service delivery, from helpdesk support and troubleshooting through to system configuration, security management, and infrastructure maintenance.

The position plays a critical role in supporting the everyday business operations through effective IT service delivery, user management and support, cybersecurity management and systems maintenance. As an Aboriginal-owned, independent, not-for-profit commercial broadcaster, Imparja relies on robust and responsive IT systems to deliver quality programming and services to serve our remote and regional communities across our footprint. The IT Support Officer ensures technology infrastructure supports these operations seamlessly.

As Imparja supports the delivery of remote radio services, this role also provides essential IT and technical support for broadcast infrastructure and remote site systems. This includes supporting performance testing, maintenance activities, and connectivity requirements for Imparja's 28 retransmission sites in conjunction with other departments. The position bridges traditional IT support with broadcast technology requirements, ensuring integrated and reliable technical operations.

Working as part of a small, collaborative technical team, this position reports to the Technical Manager and works closely with the operational business units to understand and respond to technology needs across the organisation. The role requires a proactive approach to problem-solving, strong communication skills to support staff at all levels of technical capability, and the ability to balance competing priorities in a dynamic workplace environment.

This position is essential in the modernisation and transformation of Imparja Television in alignment with the 2025 Strategic Plan and will require a high level of flexibility and adaptability. The successful candidate will contribute to organisational growth, support new technology initiatives, and help build IT capability that enables Imparja to achieve its strategic goals.

PERFORMANCE INDICATOR	MEASUREMENT
<b>Mission, Vision &amp; Values Alignment</b>	<ul style="list-style-type: none"> <li>• Demonstrates understanding of Imparja's mission, vision and values in daily work activities</li> <li>• Applies organisational values consistently in decision making and problem-solving</li> <li>• Contributes positively to Imparja's cultural objectives through respectful and collaborative interactions</li> <li>• Actively supports Imparja's commitment to Indigenous broadcasting and community connection within the scope of the IT Department and IT Support Officer role</li> <li>• Participates in organisational initiatives that reflect Imparja's values and purpose</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Daily system checks are completed for the F90, bookings schedule, radio servers and any other as required</li> <li>• Monitor system logs and security alerts, responding to threats</li> <li>• 100% completion of scheduled security updates and patches within agreed timeframes, zero critical security incidents</li> <li>• Achieve 100% successful backup completion rate with monthly disaster recovery test completion</li> <li>• Maintain up-to-date IT documentation (procedures and IT Support Officer Manual) with 100% of system changes recorded within 48 hours</li> <li>• Complete new starter IT setup (profiles, systems, applications) ready for commencement as per HR requests, ensuring testing and consistency across workstations</li> <li>• Investigate, build and maintains IT ticket program, with data points to inform reporting within 3 months from start date</li> <li>• Support tickets are responded to in a timely manner, with regular communication on progress and outcomes using this guide: Critical issues: Response within 2 hours, resolution within 8 hours, High priority issues: Response within 4 hours, resolution within 24 hours, Standard requests: Response within 24 hours, resolution within 5 business days</li> <li>• Support audio-visual systems, video conferencing, and meeting room technologies</li> <li>• Ensure IT operations comply with relevant standards, policies, and regulations</li> <li>• Maintain a log of system changes, incidents, and resolutions</li> <li>• Assist with preparing IT reports (system performance, uptime statistics, support metrics)</li> <li>• Manage backup systems, disaster recovery procedures, and regular testing</li> <li>• Conduct user security awareness training and enforce password policies</li> <li>• Maintain firewall rules and network segmentation</li> </ul>
<b>Leadership, Teamwork &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>• Works collaboratively across all operational areas to support team IT and broader IT goals</li> <li>• Demonstrates flexibility in responding to changing operational priorities</li> <li>• Contributes positively to team problem-solving and continuous improvement</li> </ul>

	<ul style="list-style-type: none"> <li>• Attends, participates and contributes to team meetings</li> <li>• Attends, participates and contributes to all staff meetings</li> <li>• Communicates effectively with all team members, including demonstrated ability to explain technical concepts to non-technical users</li> <li>• Seeks guidance appropriately while showing initiative and accountability</li> <li>• Successfully fulfils responsibilities and tasks of the higher duties role to required standards</li> <li>• Demonstrates the competencies and decision-making capabilities expected at level, and at higher level</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>• Attends and completes identified training for continuous skill building in line with Imparja's IT operational needs</li> <li>• Team members receive timely and effective training in operational IT procedures</li> <li>• Training documentation is kept current and accessible</li> <li>• To be completed within the first 12 months employment: CompTIA and Network Theory training. Refer to Training Plan</li> <li>• Applies learnings from higher duties experience to ongoing professional development</li> </ul>
<b>WHS, Policy &amp; Procedure</b>	<ul style="list-style-type: none"> <li>• Contribute to developing, writing and maintaining IT procedures to create efficiencies and manage risk</li> <li>• Contribute to maintaining procedure log for department</li> <li>• Assist in the inspection of equipment and machinery to observe possible unsafe conditions</li> <li>• Adhere to Imparja Work Health Safety policies and procedures 100% of the time, with demonstrated key learnings on challenges and improvements for any non-compliance</li> </ul>
<b>Demonstrates Core Competencies</b>	<ul style="list-style-type: none"> <li>• Excellent problem-solving and analytical thinking abilities</li> <li>• Strong organisational skills with ability to prioritise multiple tasks and projects</li> <li>• Self-motivated with ability to work independently and as part of a team</li> <li>• Customer service oriented with patience and professionalism</li> <li>• Culturally aware and respectful when working with diverse communities</li> <li>• Commitment to continuous learning and staying current with technology trends</li> <li>• Adaptable and calm under pressure when managing critical incidents</li> </ul>



## SELECTION CRITERIA

### Key responsibilities:

- Provide IT support for hardware, software, network, and system issues
- Monitor Windows Server environment, Active Directory, Group Policy, and user provisioning
- Administer Microsoft 365 environment (Exchange Online, SharePoint, Teams, security)
- Monitor and maintain network and internet infrastructure (routers, switches, firewalls, VPNs, wireless, remote desktop services)
- Manage desktop/laptop deployment, mobile device management, and BYOD policies
- Maintain IT asset registers, software licensing, and procurement processes
- Create and maintain IT documentation, procedures, and knowledge base
- Monitor security protocols, antivirus systems, and endpoint protection
- Manage backup systems, disaster recovery procedures, and regular testing
- Monitor system logs and security alerts, responding to threats or escalating as necessary
- Maintain firewall rules and network segmentation
- Administer Etere broadcast automation system, user support and group policies
- Liaise with Etere support for technical escalations
- Troubleshoot system issues, perform updates, backups and security patches
- Provide IT training to staff and provide ongoing user support
- Monitor network performance and bandwidth utilisation, optimising as required
- Monitor telecommunications systems and implement network monitoring tools
- Monitor remote monitoring systems and field site connectivity for VAST & RIBS services, booking servers, F90 server
- Support technical operations team with IT aspects of field service
- Operate IT service desk, managing ticket queue and ensuring timely resolution
- Provide end-user training on software applications and IT systems
- Support audio-visual systems, video conferencing, and meeting room technologies
- Coordinate with external IT vendors and service providers as necessary
- Ensure IT operations comply with relevant standards, policies and regulations
- Maintain records of system changes, incidents, and resolutions
- Contribute to IT reports (system performance, uptime statistics, support metrics)

### Essential experience

- Minimum 5 years' experience or relevant qualifications in IT role providing helpdesk and system administration services
- Strong knowledge of Windows Server, Active Directory, Group Policy, and Microsoft 365 administration
- Experience with network infrastructure including TCP/IP, VLANs, routing, switching, and firewall configuration
- Proven ability to diagnose and resolve complex technical issues across hardware, software, and network systems
- Experience with backup systems, disaster recovery procedures, and cybersecurity best practices
- Strong written and verbal communication skills with ability to explain technical concepts to non-technical users
- Current driver's license and willingness to travel occasionally to remote locations for site support
- Ability to work on-call roster and respond to critical IT incidents outside business hours
- Deep respect for and sensitivity to the diverse cultural values, traditions, and aspirations of Aboriginal and Torres Strait people, with a passion for supporting self-determination and empowerment.

**Desirable (and highly regarded):**

- Demonstrated experience with Etere broadcast systems (minimum 2 years), including administration, troubleshooting, and user support

**Education:**

- Relevant IT certifications (e.g., Microsoft Workstation, Server or SQL, Azure Administrator, CompTIA Network+, ITIL Foundation)
- Minimum five years' experience working as an IT Support Officer, including demonstrated experience in delivery on key priorities