

Position Description

Position title	IT Software Support Analyst
Hours	38 hours per week
Location	11/350 Queen St, Melbourne
Reports to	IT Manager
Tenure	Ongoing
Salary Level & Agreement	Good Shepherd Microfinance Agreement Level 2, \$51,005 - \$55,507 per annum, plus superannuation

Good Shepherd Microfinance

Good Shepherd Microfinance is a world leader in financial inclusion products, services and advisory. We offer fair and affordable financial programs to people on low incomes and advisory services for governments, businesses and other organisations.

Our flagship programs include:

- No Interest Loan Scheme (NILS)
- StepUP low interest loan
- AddsUP matched savings plan
- Good Money community finance stores
- Good Insurance
- Financial Inclusion Action Plans (FIAP)
- Speckle

At the core of our organisation are our values and a culture that invests strongly in professional development, workplace flexibility and employee wellbeing. In 2016, we were ranked in the top 10 most innovative not-for-profits in Australia. Our engagement scores are some of the highest nationally and women make up 71% of management roles. Remuneration includes additional paid leave at Christmas and Easter and generous salary packaging.

Good Shepherd Microfinance is part of the Good Shepherd Australia New Zealand network which was established by the Good Shepherd Sisters.

Vision Fullness of life for all people, living in connected resilient communities.

Purpose To enable economic wellbeing for people with low incomes, especially women and girls

Values Human dignity, respect, social justice, audacity, compassion and reconciliation

Position purpose

The IT Team oversees the development, implementation and improvement of business systems and tools used by Good Shepherd Microfinance and provided to our frontline partners for the management of the various programs e.g. NILS, StepUP etc. It is also responsible for detailed business analysis, information management and business reporting.

The IT Software Support Analyst will report to the IT Manager and will be supporting the Good Shepherd Microfinance provider network across all its programs, but with special focus on the No-Interest-Loan-Scheme network, which operates at sites all around Australia. This role will also provide input to the continued improvement of business tools and be involved in the testing of changes.

Key Responsibilities

The role will be the prime responder to Level 1 support requests coming from the provider network via email and phone. Duties will include trouble shooting problems and assisting with technical and business related issues affecting providers.

Typically the users requiring support will not come from a technology background, so the role will focus on providing support and exceptional customer service to a non-tech savvy audience. This role will focus on supporting our main Provider Loan Management tool and will also be responsible for assisting with support of our new NILS software as well as our CRM and Portal. Some testing of new tools may also be required.

Key focus areas include:

1. Manage the Help Desk by providing Level 1 IT support
2. Ensure all support activity is logged into the Support Email
3. Manage Support Email queues
4. Assist with testing activities around new tools developed by the IT team
5. Miscellaneous reporting and analysis activities

Role dimension

Direct Reports	Nil
Budget Oversight	Nil
Payment Approvals	Nil
Approval to Recruit	Nil

Key Selection Criteria

1. Relevant tertiary qualifications
2. Excellent customer service ethos and communication skills, and some experience in providing technical and business support to a diverse audience
3. Good organisational skills and a willingness to work flexibly and within tight timelines
4. Demonstrated skills in any 3GL/4GL Programming environment such as VB, VBA, .NET, C, and an interest in learning new programming languages
5. Disciplined approach to writing code and building robust solutions, and an understanding of good programming principles and how these translate to the code you write
6. Experience supporting MS Office especially MS Excel spreadsheets, MS Access databases and MS Word documents (preferably all versions of MS Office from 2007 onwards)

7. Experience or exposure to the following would be desirable; TeamViewer or similar remote support software, Citrix and/or Remote Desktop environments, Visual Basic for Applications (Excel/Access), MS Dynamics (CRM) and MS SharePoint
8. The capacity and commitment to work in alignment with the values of Good Shepherd Microfinance

Additional Information

Work Health and Safety (WHS): All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.

Equal opportunity: Good Shepherd Microfinance is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Cultural competency Good Shepherd Microfinance strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.

Salary packaging is available to all ongoing and fixed term staff.

Employment is subject to:

- A current Police Record Check
- Proof of the right to work in Australia