Position Description

Position number:	PN232	Last reviewed:	March 2025
Designation:	ICT Exam Support Officer		
Classification:	Full-time, permanent	Salary band:	Band 2
Business area:	AMC Test Centre/ICT Services (Melbourne)		
Reports to:	National ICT Service Delivery Manager		
Key stakeholders:	Executive and Senior AMC and Test Centre Management, Staff, External Clients, and AMC Candidates		

Organisational purpose

The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

AMC values

- Integrity
- Cultural safety and cultural competence
- Collaboration
- Openness and accountability
- Striving for excellence
- Innovation

Business area purpose

The AMC Test Centre is a not-for-profit enterprise, purpose-built to assist with the improvement and standardisation of clinical assessment.

The AMC Test Centre is a secure, testing facility, situated in Naarm/Melbourne on the lands of the Wurundjeri People of the Kulin Nation where we deliver examinations year-round, for the AMC as well as specialist medical colleges, universities, and standards bodies. We focus on providing a fair and equitable examination experience for medical professionals from around the globe.

The ICT team is part of a wider based organisational structure responsible for the functions and successful operation of examinations including AMC Clinical and external client exams within the AMC test centre.

AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. *The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.*

Position purpose

- Provide critical Level 1 ICT support to ensure business continuity in delivering high stakes examinations for both "in person" and Video Conference based exams
- Provide Level 1 support over the phone and in-person to all AMC Staff and contractors
- Troubleshooting, diagnosing and resolving computer-related problems to ensure functional operation, including updating any system documentation and developing necessary support documentation, guides and/or user training.
- Maintaining a knowledge base of issues and resolutions in the helpdesk tool(s).
- Assisting in Desktop Support focusing on re-imaging, upgrading hardware, installation of peripheral equipment and deploying software in network connected or stand-alone PCs.
- Assist and support with corporation and bespoke Audio Visual based systems
- Engage in bespoke projects to develop new technologies
- Assisting in Unified Communication Support including, but not limited to; video conferencing (Zoom), unified messaging, Tablets and Microsoft 365
- Under supervision, performing Microsoft Active Directory administration duties including adding/removing users, updating security group memberships, managing file permissions, adding/removing mailboxes and updating all necessary information, including following required naming conventions
- Consistently contribute to the successful operation of the organisation by demonstrating leadership, accepting personal responsibility for actions and decisions, collaborating with others to achieve positive outcomes, communicating effectively to understand and be understood, and displaying professional behaviour in all activities.
- Proactively support continuous improvement in the work, team, and the organisation through being innovative, displaying critical thinking, and being responsive to the needs of customers and stakeholders

Position responsibilities

Work with management across both the AMC Test Centre and Canberra office, to deliver AV Solutions to meet business requirements.

Consistently contribute to the successful operation of the organisation by demonstrating leadership, accepting personal responsibility for actions and decisions, and collaborating with others to achieve positive outcomes.

Communicate effectively to understand, be understood, and demonstrate professional behaviour in all activities.

Proactively support continuous improvement in the work, team, and the organisation through being innovative, displaying critical thinking, being responsive to the needs of customers and stakeholders, and remaining abreast of continual technological advancements and industry best practice.

Actively seek out opportunities to expand work related knowledge and improve personal and technical skill sets.

Perform the day-to-day work activities of AMC Test Centre technology and operational requirements, including the timely delivery of quality outcomes, particularly during the performance of examinations and use of the facility by external clients.

Position key results area (KRAs)

ICT Support

- Troubleshoot and identify faults across technology systems, particularly during exams, and provide fast rectification solutions according to business continuity plans.

ICT Maintenance

- Support and maintain a preventative maintenance program of technology systems to maintain warranties and ensure systems meet high availability requirements.

Development

- Support and assist with developments for new systems or prototype systems to improve production and support the AMC Test Centre research and development projects.

Key selection criteria

Robust knowledge regarding the administration and troubleshooting of:

- Demonstrated skills in the installation, testing, troubleshooting and maintenance of PCs, printers, software and information system security.
- Demonstrated previous experience in a customer-facing role, preferably in providing technical advice to end users.
- A keen willingness to learn.
- A basic understanding of Corporate Audio Visual Solutions is desirable
- Basic Windows troubleshooting and hardware fault diagnosis, installations and maintenance.
- Demonstrated understanding of the operational characteristics of computer platforms, network configurations, PC management software and backup solutions.
- Basic Working knowledge of Microsoft desktop and server operating systems (e.g. Windows 10/11, Server 2016/2019).
- A understanding of non-Windows computer platforms (e.g. Linux or Apple OSX) is desirable.
- Demonstrated high level of professionalism, honesty, integrity, openness and ethical behavior, ability to instill confidence in others and represent the organisation in a professional manner.
- Ability to work collaboratively within a team and provide guidance to achieve business goals, including highly effective communication skills.
- Strong awareness of current relevant ICT trends and best practices.

You need to be an analytical and methodical thinker who can quickly understand and resolve problems in a timely and procedural manner.

Additional Qualifications/Experience

- Currently undertaking or recently completed a tertiary qualification in ICT, or 1+ years' experience in a relevant IT discipline is desirable.
- The successful applicant will be able to demonstrate a keen interest to work in ICT.