

Position Description

Position number:	PN254	Last reviewed:	26/06/2024
Designation:	ICT Exam Support Officer		
Classification:	Full-time /fixed-term contract	Salary band:	Band 2
Business area:	Test Centre Melbourne, ICT		
Reports to:	National ICT Service Delivery Manager		
Key stakeholders:	ICT Managers, Executive and Senior AMC and TC 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

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| <ul style="list-style-type: none">• Integrity• Cultural safety | <ul style="list-style-type: none">• Collaboration• Openness and accountability | <ul style="list-style-type: none">• Striving for excellence• Innovation |
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Business area purpose

The AMC Test Centre was purpose built to conduct the AMC clinical examinations outside a teaching hospital setting. It enables the AMC to improve the quality, efficiency and transparency of its clinical assessments and streamline the delivery and scoring of AMC examinations.

Position purpose

The purpose of this role is to provide Level 1 ICT and technical support to AMC staff, contractors and examination teams to support the reliable delivery of high stakes AMC Clinical Examinations, including in-person and video conference based examinations. The position provides timely support through phone, instant chat, video conference and in-person channels, resolving routine ICT issues in accordance with established procedures, guidelines and service standards. The role supports the effective operation of ICT systems, applications and equipment through troubleshooting, user support, desktop support activities, hardware and software deployment, audio-visual systems and basic system administration tasks. The position maintains accurate support records and documentation, contributes to knowledge sharing and assists with ICT improvements to enhance service delivery. The position demonstrates adherence to the AMC's values of Openness and Accountability, Collaboration, Innovation, Striving for Excellence, Integrity and Cultural Safety. The role engages in cultural safety training and related learning activities and actively

contributes to a respectful, inclusive and culturally safe workplace through professional communication, collaboration and accountability. The position contributes to continuous improvement by identifying opportunities to enhance ICT support practices, documentation and processes while working collaboratively with the ICT team to achieve organisational objectives.

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 responsibilities

Provide Level 1 ICT and technical support to assist the delivery of AMC Clinical Examinations and operational technology requirements across the Melbourne Test Centre and Canberra office. The role supports the implementation and maintenance of ICT and audio-visual solutions by completing assigned tasks in accordance with established procedures, service standards and business requirements.

The position provides day-to-day technical support for examination activities and facility operations, ensuring technology systems, equipment and resources are available and functioning effectively to support internal teams and external clients. The role works collaboratively with ICT team members, operational teams and stakeholders, providing timely assistance, sharing technical knowledge and contributing to effective examination delivery.

The position demonstrates accountability for assigned tasks, communicates professionally with colleagues and stakeholders, and contributes to positive team outcomes through collaboration, reliability and effective service delivery. The role actively demonstrates adherence to the AMC's values and engages in cultural safety training and related learning activities. The position works collaboratively with the Indigenous Policy and Program Team and other stakeholders to support respectful, inclusive and culturally safe work practices across ICT services and examination operations.

The role supports continuous improvement by identifying opportunities to enhance ICT processes, documentation and support practices, remaining aware of relevant technology developments and actively participating in learning and skills development to improve technical capability and service delivery.

Position key results area (KRAs)

1. ICT Support

Provide Level 1 ICT support to assist the effective operation of technology systems, particularly during AMC Clinical Examinations and operational activities. Troubleshoot and resolve routine technical issues in accordance with established procedures, support documentation and business continuity requirements, escalating complex matters where required to minimise disruption to services. Provide professional and respectful support to staff, contractors and stakeholders, contributing to an inclusive and culturally safe service environment.

2. ICT Maintenance

Assist with the maintenance and support of technology systems, equipment and infrastructure by completing scheduled maintenance activities, equipment checks and system updates in accordance with established processes. Maintain accurate records and follow required procedures to support system reliability, availability and effective service delivery. Work collaboratively with ICT team members and stakeholders to ensure technology support practices are respectful, accessible and aligned with AMC values, including cultural safety principles.

3. Development

Support the implementation, testing and improvement of ICT systems and solutions by assisting with system updates, technology initiatives and development activities under appropriate guidance. Contribute feedback, documentation and technical support to assist the ICT team in improving services and meeting operational requirements. Engage in cultural safety training and related learning activities and work collaboratively with relevant stakeholders, including the Indigenous Policy and Program Team, to support the integration of culturally safe practices into ICT services and workplace processes.

Key selection criteria

Experience/knowledge

Robust knowledge regarding the administration and troubleshooting of:

- Skills in the installation, testing, troubleshooting and maintenance of PCs, printers, software and information system security.
- Previous experience in a customer-facing role, preferably in providing technical advice to end users, is desirable.
- A basic understanding of AI concepts
- A basic understanding of Corporate Audio-Visual Solutions is desirable
- Basic Windows troubleshooting and hardware fault diagnosis, installations and maintenance.
- An 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 11, Server 2019/2022/2025).
- An understanding of non-Windows computer platforms (e.g. Linux) is desirable.
- A high level of professionalism, honesty, integrity, openness and ethical behavior, ability to instill confidence in others and represent the organization 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 manner

Additional requirements/qualifications

- 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 in working in ICT.