

Operations and IT Support Officer

Selection Criteria

Essential

1. Demonstrated advanced IT skills, including:
 - a) familiarity with the Microsoft Office Suite (Outlook, Word and Excel)
 - b) familiarity with online communication systems including websites (using a CMS), social media, email marketing campaigns (and database software such as Campaign Monitor, Salesforce or other), video conferencing and collaboration systems such as Microsoft Teams and Sharepoint
 - c) ability to manage and troubleshoot IT systems, including providing basic support (in a hybrid PC and Mac environment)
2. High level of self motivation and problem solving ability, excellent time management and organisational skills
3. Strong written and verbal communication skills
4. Commitment to social justice principles and the objectives of community legal centres

Desirable

5. Experience designing stakeholder database systems and / or ICT systems (such as Microsoft Teams) and onboarding staff or volunteers
6. Experience in providing training, IT support and/or project management
7. Experience working in a not-for-profit or community-based organisation