

POSITION DESCRIPTION



Position	Work Location	Position Description Completed
ROC IT Support Officer	SLSNSW Headquarters - Belrose / Remote Operations Centre	August 2026
Reports To:	Direct Reports:	Department
ICT Lead	Nil	Corporate Services

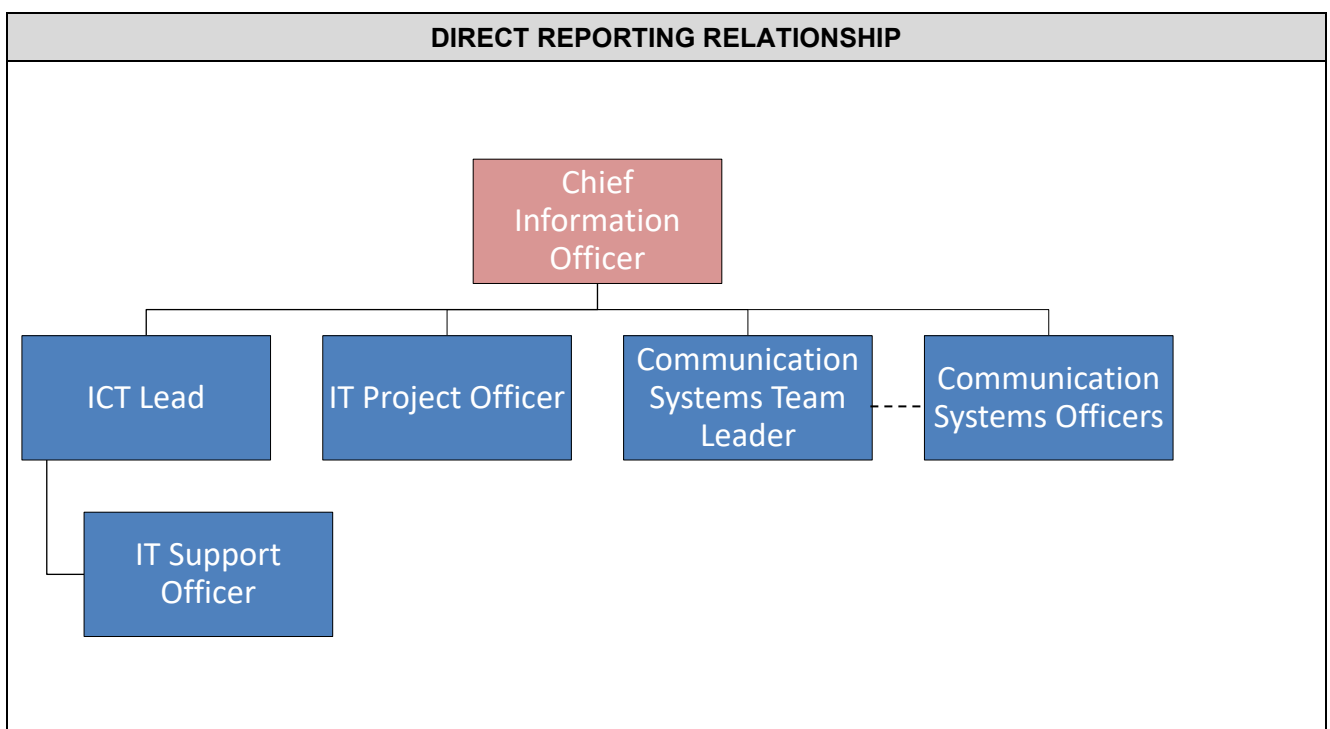
PURPOSE STATEMENT

The Remote Operations Centre (ROC) IT Support Officer provides responsive information technology support for SLSNSW's Remote Operations Centre (ROC), helping to ensure that the systems, devices, communication tools, applications, and support processes relied upon by operational teams remain available, secure, and fit for purpose. The role monitors, triages, and resolves IT support matters; coordinates timely escalations with internal teams and external providers; maintains accurate documentation; and contributes to continuous improvement in ROC technology reliability, service delivery, and operational readiness.

SELECTION CRITERIA

Essential	Desirable
- Demonstrated experience providing IT support, service desk, desktop support or operational systems support in a busy, service-focused environment. - Sound working knowledge of Microsoft Windows, Microsoft 365, Teams, SharePoint, endpoint devices, printers, mobile devices and common business applications. - Ability to troubleshoot and resolve hardware, software, account, access, connectivity, audio-visual and peripheral issues in a timely and professional manner. - Demonstrated ability to prioritise incidents and service requests, restore service quickly, escalate appropriately and maintain accurate records in a ticketing or service management system. - Experience supporting operational or time-critical environments where system availability, clear communication and timely escalation are important. - Working knowledge of network fundamentals, including Wi-Fi, LAN connectivity, VPN, internet services and basic diagnostic tools. - Ability to support user access management, onboarding and offboarding activities, including account setup, permissions, multi-factor authentication and secure handling of credentials. - High attention to detail in maintaining asset records, support documentation, knowledge articles, procedures and system configuration information.	- Knowledge of Surf Life Saving, emergency service, volunteer-based or member-based operating environments. - Experience supporting a Remote Operations Centre, contact centre, dispatch, incident management, communications or other operational support environment. <u>Familiarity with UAV systems, flight operations, and associated video streaming or data platforms.</u> - Experience with IT service management frameworks such as ITIL and with ticketing platforms for managing incidents, requests, changes and problems. - Exposure to Microsoft Entra ID, Intune, Defender, endpoint management, asset management or monitoring tools. - Familiarity with telephony, radio communications, video conferencing, digital signage, command centre displays or other operational communications technology. - Relevant qualifications or certifications in information technology, networking, Microsoft technologies, cyber security or IT service management. - Experience coordinating external vendors, managed service providers, telecommunications providers or equipment suppliers. - Current NSW driver's licence and capacity to provide support at SLSNSW locations or operational sites as required.

• Strong written and verbal communication skills, with the ability to explain technical matters clearly to staff, volunteers, vendors and non-technical stakeholders. • Current NSW driver's licence and capacity to provide support at SLSNSW locations or operational sites as required. • Demonstrated problem-solving skills, initiative and a calm, service-oriented approach when working under pressure or during operational incidents. • Understanding of cyber safety and information security practices, including phishing awareness, data protection, endpoint hygiene and incident reporting. • Ability to work collaboratively with internal IT colleagues, operational teams, managed service providers and vendors to resolve issues and improve services. • Availability and willingness to provide support outside standard business hours — including rostered, on-call or escalation support during patrol season, major events and operational incidents.	
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ROLE SPECIFIC RESPONSIBILITIES
• Provide day-to-day IT support for SLSNSW's Remote Operations Centre, prioritising issues that impact operational readiness, service availability or critical communications. • Monitor support channels, log incidents and service requests, triage priorities, resolve issues within capability and escalate matters to the appropriate internal team, managed service provider or vendor. • Support the reliable operation of ROC technology, including workstations, laptops, monitors, command displays, phones, headsets, mobile devices, collaboration tools, printers and peripheral equipment.

• Assist with user account administration, access requests, permissions, multi-factor authentication, onboarding, offboarding and secure handling of system credentials. • Perform routine technology checks for the ROC, including pre-event readiness checks, device availability checks, connectivity checks, and follow-up on recurring faults or service degradation. • Coordinate timely response to outages, faults and service interruptions, maintaining clear communication with ROC stakeholders and documenting progress until resolution. • Liaise with internal IT staff, managed service providers, telecommunications providers and system vendors to support incident resolution, maintenance activities, upgrades and service improvements. • Maintain accurate asset, configuration and support documentation for ROC systems, devices, applications, procedures and support contacts. • Support change, patching, refresh and lifecycle activities for ROC technology, ensuring changes are planned, communicated, tested and documented appropriately. • Provide practical guidance and support to staff and volunteers using ROC systems, including basic training, knowledge articles and clear user communications. • Assist with cyber safety and information security practices by supporting secure access, endpoint hygiene, phishing reporting, data protection and escalation of suspected security incidents. • Contribute to business continuity, disaster recovery and major event support planning for ROC technology and related IT services. • Participate in rostered, on-call or escalation support arrangements for the ROC outside standard business hours, including during patrol season, major events and declared operational incidents. • Identify recurring issues, service risks and improvement opportunities, and provide status updates, reports or recommendations to the Chief Information Officer as required.

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPIs)
Work Health and Safety	• Demonstrates action taken in identifying hazards, assessing risk, and immediately reporting any injury, near miss, damaged equipment or any other hazard observed in the workplace. • Demonstrates duty of care and considers own safety and the safety of others while at work. • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times. • Is fully aware of SLSNSW's safety procedures and expectations and actively participates and contributes. • Participates in ongoing improvements to the SLSNSW WHS policy and consistently supports its implementation. • Practices and promotes the SLSNSW Equal Employment Opportunity, Anti-Discrimination, Anti-Bullying, and Harassment Policy by treating fellow staff and others fairly and equitably, without discrimination, harassment, or bullying.
Organisational Culture	• Promotes and encourages personal growth and effective communication. • Understands and supports the organisation's policies and procedures as outlined on the Intranet. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	• Supports the decisions of the SLSNSW Board of Directors and SLSNSW Management. • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. • Receptive and open to feedback.

	• Maintains a positive, constructive attitude that fosters confidence among those around them. • Contributes to staff meetings and promotes information exchange throughout the organisation. • Regularly meets with Manager to discuss performance, plans and current issues.
Continuous Improvement	• Exercises initiative in improving work processes and outcomes. • Constantly searches for better ways and strives for best practices. • Actively seeks new ideas and improvement. • Embraces and adapts to change.

WORKING RELATIONSHIPS

Internal: The IT ROC Support Officer interacts with the Chief Information Officer, IT team, Australian UAV Service team, Remote Operations Centre staff, Lifesaving and operational teams, duty officers, volunteers, branches, clubs and relevant corporate services teams.

External: The IT ROC Support Officer interacts with managed service providers, telecommunications providers, software vendors, equipment suppliers, consultants, and implementation partners to support ROC technology and related IT services.

APPROVAL

This position description has been reviewed and is considered to reflect the requirements of the role and the organisation accurately.

Chief Information Officer _____ Date _____

Chief Operating Officer _____ Date _____

I have read and understood this document and agree to perform the duties and responsibilities listed.

Occupant Name _____

Occupant Signature _____ Date _____