



399 Maintongoon Rd  
MAINTONGOON, VIC 3714

(03) 5724 3550  
office@helicoaustralia.com.au  
www.helicoaustralia.com.au

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## Information Technology Support Administrator

### Who we are & what we do.....

Helico Australia is a nationwide leader in helicopter maintenance and engineering, with facilities across Victoria, Queensland, Western Australia, and the Northern Territory.

We specialise in the maintenance, rebuild, and refurbishment of Robinson and AS350 Squirrel helicopters, including 2200-hour rebuilds, 12-year inspections, avionics upgrades, component overhauls, crash repairs, and interior and exterior refinishing.

Our newly built headquarters on the outskirts of Alexandra, Victoria provides a modern, fully equipped facility designed for efficiency, safety, and professional growth.

### Who we are looking for.....

We are seeking a casual IT Administrator to assist in the management and maintenance of Helico's IT related resources to a high standard. Your IT experience, and excellent troubleshooting skills, will ensure our systems run smoothly and business system continuity is maintained for our staff.

This is an excellent part-time opportunity for an experienced professional looking to make a meaningful contribution, with the added opportunity to assist in a project to overhaul and improve our SharePoint environment.

Competencies include but are not limited to:

- Demonstrated knowledge and experience in IT resource administration
  - Risk-based approach to managing IT resources and priorities
  - Excellent problem-solving skills (identifying and addressing root causes)
  - Experience with Microsoft product administration, including SharePoint
  - Able to prioritise simultaneous IT issues for resolution
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## POSITION DESCRIPTION

**Job title:** Information Technology (IT) Support Administrator.

**Reporting to:** Managing Director.

**Position Status:** Casual.

**Salary:** To be negotiated based on experience and skillset.

**Hours:** 0.25FTE approx. as-required.

An initial probation period of 3 months will be offered.

**Location:** 399 Maintongoon Road, Maintongoon, VICTORIA.

**The key responsibilities & duties for this role are set out in the table below and are in line with Helico's Human Resources policies and procedures:**

Duties of the role	Competencies
<p><b>MAINTAIN UP-TO-DATE INFORMATION TECHNOLOGY SYSTEMS</b></p> <ul style="list-style-type: none"><li>• Ensure the company can operate in a compliant and efficient manner</li><li>• Stay abreast of market developments: in software and hardware relevant to the business</li><li>• Maintain IT hardware to a high standard</li><li>• Ensure all software updates are scheduled and/or executed in a timely manner</li><li>• Maintains an auditable record of all system updates/changes</li></ul>	<ul style="list-style-type: none"><li>• Genuine interest in IT systems and administration</li><li>• Demonstrated experience in management of IT systems and processes</li><li>• Careful and conscientious approach to tasks.</li><li>• Eagerness to learn and develop new skills and stay abreast of IT industry best-practices</li><li>• Strong teamwork and interpersonal communication skills, with an engaging and professional manner.</li></ul>
<p><b>PRIORITISE AND RESOLVE IT ISSUES AND RISKS</b></p> <ul style="list-style-type: none"><li>• Communicate with team members: to understand and address IT issues/needs</li><li>• Understand and address security risks by maintaining ongoing system oversight</li><li>• Accountability for IT equipment maintenance</li></ul>	<ul style="list-style-type: none"><li>• Clear written and oral communicator</li><li>• Organisational and planning skills</li><li>• Takes initiative/is proactive in delivering a program of scheduled work</li><li>• Responds well under pressure and in a reactive work environment</li></ul>



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Duties of the role	Competencies
<p><b>MONITOR AND REPORT ON HELICO IT SYSTEM/S</b></p> <ul style="list-style-type: none"> <li>Continuously monitor the health &amp; status of IT resources: assess against IT risk management strategy</li> <li>Accurately report on IT matters: on a quarterly basis; or immediately as-required</li> </ul>	<ul style="list-style-type: none"> <li>Responsibility and honesty in reporting issues or concerns</li> <li>Attentiveness and reliability when completing tasks</li> </ul>
<p><b>END-USER ADMINISTRATION</b></p> <ul style="list-style-type: none"> <li>Manage all end-user access matters</li> <li>Provide support to remote locations as-required</li> <li>Contribute to a respectful, cooperative, and safety-focused workplace culture</li> <li>Take pride in your work</li> </ul>	<ul style="list-style-type: none"> <li>Attentiveness and reliability when completing tasks</li> <li>Commitment to company reputation and service excellence</li> </ul>
<p><b>SHAREPOINT REDEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>Review and restructure our current SharePoint environment to improve usability and organisation</li> <li>Design clear, logical document libraries, folder structures, and navigation</li> <li>Work with staff to understand workflows and tailor SharePoint solutions accordingly</li> <li>Set permissions and access control within SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>Strong attention to detail, with a focus on creating a user-friendly and sustainable system</li> <li>Strong ability to identify inefficiencies, root causes, and opportunities for improvement</li> <li>Focus on a creating system that is intuitive, practical, and easy for staff to adopt</li> <li>Comfortable working in a dynamic environment and proactively identifying improvements</li> </ul>
<p><b>PROVIDE IT TRAINING &amp; SUPPORT</b></p> <ul style="list-style-type: none"> <li>Provide individual IT support</li> <li>Implement group IT training to meet broader educational needs as-required</li> </ul>	<ul style="list-style-type: none"> <li>Teamwork and interpersonal communication</li> <li>Excellent, and engaging, manner</li> <li>Willingness to share knowledge with others</li> <li>Awareness of workplace safety and importance of following rules</li> </ul>
<p><b>CAREER DEVELOPMENT</b> Helico Australia actively supports the professional development of its employees.</p>	<ul style="list-style-type: none"> <li>Is committed to continuous improvement in a professional work context</li> </ul>