

NORFOLK ISLAND HEALTH AND RESIDENTIAL AGED CARE SERVICE (NIHRACS)

ICT Support Officer

Permanent | Full Time (Part-time or traineeship pathway may be considered) | Monday to Friday |
NIHRACS Facility, Norfolk Island

About NIHRACS

NIHRACS is a Multi-Purpose Service committed to delivering high-quality, person-centred care across the lifespan to all who live on or visit Norfolk Island. Our mission is to support health, wellbeing, and excellence in care: for our community, by our people, with our partners. We live our values of Excellence, Integrity, Respect, and Teamwork every day.

Start or build your technology career on Norfolk Island

Do you enjoy working out how things fit together, helping people and solving practical problems? NIHRACS is seeking an energetic, self-driven person for a developmental, hands-on onsite ICT support role. School leavers, current ICT students and early career applicants are strongly encouraged to apply - a formal ICT qualification is not required.

You will keep essential clinical and corporate technology working, learn within an approved service desk model alongside an experienced managed services provider, and build practical capability across devices, printers, meeting rooms, asset management, Windows 11 readiness and supervised infrastructure work.

Key Responsibilities

- Provide hands-on onsite support for desktops, laptops, mobile devices, peripherals, printers and meeting room technology.
- Log, triage, action and document work in the approved service desk within the approved support model.
- Perform repeatable imaging, deployment and break/fix tasks to checklist, recording evidence as you go.
- Maintain asset, consumable, loan device and disposal registers, and support device lifecycle and Windows 11 readiness.
- Assist technicians and project resources with supervised equipment moves cabling assistance, rack-and-stack, labelling, photographs and asset capture.
- Follow identity verification, privacy, cyber security and incident escalation requirements, and handle storage media securely.

What you will bring to the position

- Demonstrated problem-solving ability and sound mathematical reasoning - through school results, further study, work or practical examples.
- A genuine, demonstrable interest in technology and a willingness to learn.
- Strong customer service, communication, reliability and attention to detail.
- The discipline to follow procedures, record evidence and escalate when unsure.
- Desirable: completion of Year 12 (or equivalent) with sound achievement in mathematics.

Development pathway

NIHRACS proposes a supported development pathway which may include Certificate III or IV in Information Technology, CompTIA A+, Microsoft fundamentals (MS-900 / AZ-900) and ITIL 4 Foundation, subject to an approved development plan and budget.

Remuneration

Remuneration will align with the NIHRACS Enterprise Agreement, this position offers a salary of **\$88,685** gross per annum (depending on skills and experience), plus 12.5% superannuation and locality allowance.

How to Apply

To apply, please submit applications to HR@health.nlk.gov.nf, including:

1. A statement (maximum 2 pages) outlining how you meet the mandatory requirements and key accountabilities of the role
2. Your current CV or resume, including the contact details of referees (approval must be obtained prior to nominating referees)

For any role specific enquiries, please contact Ayman Ghobrial, Manager Information and Technology Services on Ayman.Ghobrial@health.nlk.gov.nf.

Closing Date: Sunday, 11 October 2026

Please note: Interviews may commence before the closing date, and we may close the position early - so don't wait, apply now!

NIHRACS is committed to building an inclusive and accessible workplace. This includes hiring applicants from a diverse range of backgrounds such as people living with a disability and individuals who speak a first language other than English.