

## Position Description

Position title:	IT Support Coordinator
Division:	Corporate Services
Location:	Hybrid   APA Camberwell Office
Working days:	Office: Tues, Wed & Fri   remote days available Mon and Thurs
Working hours:	8:30am – 4:30pm
Reports to:	IT Infrastructure and Support Lead
EFT:	Full time
Approved by:	CEO   April 2026

### About us

APA is proud to be a 5-Star Employer of Choice, Winner of the 2022 Association Of The Year award and have a vibrant and inclusive working culture that is under pinned by our core values:

Accountability | Excellence | Collaboration | Courage | Respect.

The Australian Physiotherapy Association (APA) is the peak body representing the interests of more than 35,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and working with stakeholders to support members' interests.

### About the role

Working within the Infrastructure & Support function, the IT Support Coordinator delivers accessible, frontline IT support to APA staff, providing both hands-on, in-person assistance and remote assistance. The role contributes to maintaining reliable and responsive technology services across the organisation.

Based in our Melbourne office you'll support 100+ employees across multiple national locations, enabling people stay productive whether working in the office or remotely.

You will work closely with the IT Infrastructure and Support Lead who provides day-to-day guidance on ticket management, prioritisation, escalation pathways and coordination of support activities to ensure a consistent and a positive experience for staff.

This is a hands-on support role is suited to someone who enjoys interacting with people and solving problems as a key first point of contact for IT support, you will respond to queries and resolve day-to-day issues via phone, ticketing and face-to-face interactions.

You will apply practical troubleshooting skills to deliver timely resolutions, communicate clearly with users, provide updates, and contribute to a high-quality support experience.

You will also provide occasional support for meeting room technology and basic audio-visual troubleshooting to ensure events/sessions run smoothly.

While helpdesk is the priority, you will support other business-as-usual (BAU) activities such as onboarding/offboarding, user access management, device builds and refreshes and basic support for key business systems. You will also contribute to maintaining support documentation and processes, with guidance from the IT Infrastructure and Support Lead and other senior IT stakeholders.

This role suits a junior or early career IT professional and offers strong opportunities for hands-on learning, skill development and exposure to corporate IT operations.

## Key Responsibilities

End-user support is the primary focus of this role, alongside a range of BAU activities that ensure staff remain productive and systems operate effectively.

### End-user support (tickets, phone and in-person)

- Deliver first-line support across multiple channels including ticketing systems, phone, face to face interactions.
- Triage and resolve common issues across devices, peripherals and applications; escalate more complex issues with clear structured notes.
- Actively monitor the support queue, prioritising and progressing requests in line with agreed service levels and seeing through resolution.
- Provide timely, clear communications and updates to users, ensuring a positive consistent support experience.

### User onboarding & access

- Support employee onboarding/offboarding processes, including device setup, account provisioning and access setup or changes.
- Ensure timely and accurate management of user accounts and permissions

### **Device & hardware lifecycle**

- Support the full lifecycle end-user devices, including building, deployment, refresh and retirement of laptops and /desktops.
- Install and support peripherals and AV equipment, including meeting room technology.
- Coordinate hardware repairs, and warranty matters with vendors.

### **Systems & BAU application support**

- Provide day to day support for key business systems, including routine checks and basic troubleshooting, with guidance from senior IT team members.
- Identify, document and escalate recurring or complex issues, supporting their resolution through to completion
- Log, coordinate and manage vendor support tickets, including providing diagnostics and business context, tracking progress, following up, and escalating to senior IT team member as needed.
- Ensure all actions and outcomes are accurately recorded in the ticketing system.

### **Documentation & continuous improvement**

- Update and maintain support documentation, procedures and knowledge base articles.
- Identify trends or recurring issues and suggest improvements to helpdesk processes and knowledge resources and articles.

### **Team & operational support**

- Provide support coverage during leave/peak periods or team absences.
- Work collaboratively with the IT Infrastructure and Support Lead, IT Manager and key stakeholders to support day-to-day operations.
- Contribute to small improvements and initiatives that enhance the effectiveness of IT support services.

## **About you and selection criteria**

You are a customer-focused and organised individual who enjoys solving problems and supporting others. You thrive in a fast-paced support environment, take pride in delivering responsive support, and keen to build your hands-on IT experience.

You bring a proactive approach, strong attention to detail, and the ability to balance competing priorities. You are equally comfortable working independently and part of a team, and you communicate clearly and confidently with a range of stakeholders.

### Essential

- This is an entry-level role suited to candidates with some prior experience or exposure in customer service and/or IT support, such as internships, part-time/ casual/ volunteering roles or graduate experience.
- Relevant IT qualification (certificate, diploma or degree) or equivalent practical experience.
- Experience supporting Windows desktops and laptops.
- Exposure to device setup, builds, and/or user onboarding/offboarding processes. (training or hands-on experience).
- Strong communication and customer service skills, with the ability to prioritise and manage multiple requests.

### Desirable

- Experience providing support via a ticketing system, phone and face-to-face channels.
- Working knowledge of Active Directory, user account management and basic networking concepts.
- Experience supporting Microsoft 365 environments.
- Experience supporting CRM or membership-based systems.
- Certification in IT service management frameworks (e.g. ITIL).

### Special requirements

- This role is primarily office-based, with a minimum of three (3) days per week in the office to support peak operations. Occasional flexibility may be required to support coverage across the week, including advance planning for Monday support where needed.
- Candidates based within reasonable proximity to the office are preferred to support responsiveness and on-site requirements.
- From time to time, the role will require availability outside standard business hours to support key APA events (e.g. National Advisory Council meetings or major conferences) - approximately two weekends per year. Time in Lieu for these events will be accrued in line with APA's policy regarding Hours of Work.
- This position description outlines the general nature and scope of the role and may be amended to meet organisational needs.