Position Description

Intern – Information Technology

Location:	National Office - Melbourne
Department:	Information Technology
Level:	HS1
Employment Type:	Casual, 12 week contract
Approved By:	Anna Hall
Date Approved:	June 2019
Agreed By:	
Date Agreed:	

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

At **headspace**, we are inspired by and believe in the power of youth. We work together to deliver authentic, progressive and inclusive services to build a brighter future with young people. We know where we're going, we're guided by our values, and we're committed to getting there together. Our people play an important part in shaping our culture and therefore, all **headspace** employees are expected to undertake their work in accordance with the **headspace** values as follows:

- **Inclusion** - We have a welcoming, safe and inclusive work environment - we believe that there is strength in difference
- **Collaboration** - We share information and work collaboratively, internally and externally, to deliver great outcomes with young people
- **Agility** - We are agile and innovative in our approach, so that we continue to meet the changing needs of young people
- **Excellence** - We have dedicated people who are empowered to deliver on our promises so that we can provide professional, high quality services

4. POSITION SUMMARY

headspace National have a number of small inhouse applications which need to be moved from Rackspace to Azure. The project will include working with the IT team and developers to understand the hardware specification for the application, quoting the infrastructure with and without a managed service component, planning the migration, obtaining appropriate financial and operational approval and then executing the migration.

The intern will be required to prepare a migration plan, present that plan to relevant stakeholders for approval and then execute the plan.

5. POSITION CONTEXT

This role is located within the Information Technology team at headspace National. The IT team is responsible for all information and communication technology administrative and operational functions including, but not limited to, the management of information technology systems, equipment and operational processes.

The intern will report to the IT Support Officer in the Information Technology team, and will receive additional support from the Youth Participation Officer.

6. KEY RESPONSIBILITIES/OUTCOMES

- Liaise with vendors and IT staff to understand requirements and obtain quotes
- Plan migration to ensure minimum impact to users, includes rollback and testing plans
- Apply for budget and operational approval
- Execute approved migration plan
- Model and demonstrate constructive working relationships and information exchange within the team and across the organisation.
- Any other duties consistent with the position where required by IT Support Officer.

7. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

7.1 Essential

- Be currently undertaking or have recently completed a degree level qualification in a related field, for example Information Systems, Computer Science, and Information Technology.
- Good understanding of technology is required. – Operating Systems, Hardware, Networking etc. Doesn't have to be expert but at least understand the basics.
- Communication and planning skills
- Developed organisational, administrative and project management skills
- Ability to work both independently and collaboratively as a productive team member.
- Interpersonal skills, with the ability to work with a broad range of people from a variety of backgrounds and experiences
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks.
- Clear and concise written and verbal communication skills
- Stakeholder engagement will be required.

7.2 Desirable

- Scripting/Programming experience would be helpful
- An interest in youth mental health and a broad understanding of the mental health service system in Australia.
- Experience in the Not for Profit and/or public health sector.

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times