



Mallee District Aboriginal Services

Work Experience/Student Placement

Division	Corporate Services
Location	Mildura
Position	IT Support Officer
Type of Placement/s:	Secondary Work Experience Placement
Duration of Placement:	1 working week (5 days)
Placement Limits:	Maximum 3 students per placement
About MDAS Our Vision: <i>Generations of vibrant, healthy and strong Aboriginal communities</i>	<p>Mallee District Aboriginal Services is an organisation that has provided support, information and advice to Koori people and their families for more than 30 years.</p> <p>Mallee District Aboriginal Services is committed to improving the health and wellbeing of Aboriginal people, but also providing the leadership and co-operative spirit to break down barriers between indigenous and non-indigenous people.</p> <p>Our Values:</p> <p>Optimism We will demonstrate optimism for the future of people requesting our services and will help people to achieve positive lifestyle outcomes by empowering people to take control over their lives.</p> <p>Community We will always make sure the community is central to everything we do. We are committed to the ongoing involvement and engagement of the community in the design and development of all our programs and services. The community's needs are pivotal and will always drive our service.</p> <p>Respect for Culture We will take action to provide services that are inclusive of Aboriginal people and support their strong cultural connections. We will give recognition, protection and provide continued advancement of the inherent rights, cultures and traditions of Aboriginal people.</p> <p>Compassion We respect all people as individuals and we will be empathetic in understanding people's pasts and the issues and challenges they face. We will show no judgement in the choices people have made and will actively work with people to assist in their healing process.</p>
Overview of Placement:	<p>Students will participate in a variety of activities designed to demonstrate the roles and responsibilities of an IT Support Officer.</p> <p>MDAS IT Department provides end-user support for staff and their computer equipment, mobile devices and remote access. IT maintains the server and network infrastructure.</p>

What the job entails:	<p>Under close supervision, students may participate in supporting the IT Support Officers in the:</p> <ul style="list-style-type: none"> • General maintenance of workstations • Installation of software • Tracking and auditing mobile services • Assisting with the creation of user accounts • Decommissioning of old equipment in preparation for sale
The expectations of the job:	<p>Students are expected to arrive on time. A one (1) hour lunch break is allocated per day and work hours are: 9am – 5pm Monday to Thursday 9am – 4pm Friday</p> <p>Students will complete tasks as set by IT personnel within the timeframes specified. Students will offer assistance wherever possible, ask questions as they arise and conduct themselves in a professional and courteous manner.</p>
Conditions of Placement:	Applicant must be a Secondary School Student
Additional Requirements:	Signed Confidentiality Agreement Signed Code of Ethics Form

Point Of Contact for Enquiries:

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Application Instructions

To Submit an application:

1. Find a MDAS Work Experience placement that interests you, and that you are able to attend. Details of placements can be found under the [“What’s on Offer”](#) section.
2. Complete the MDAS Work Experience Application Form.
3. Submit the completed application form to workexperience@mdas.org.au.

Note: The Work Experience Application Form is **not** an agreement to a work experience placement with MDAS. A placement can only be confirmed once a Work Experience Agreement Form has been agreed to by all parties and signed by our MDAS Human Resource Officer.

What happens next?

1. MDAS will advise your Work Experience Coordinator (secondary placements) or yourself (tertiary placements) in writing if your application is accepted.
2. If accepted, you will receive a Letter of Acceptance and a Work Experience Arrangement (WEA) form.
3. To accept the work experience placement offer:
 - complete the WEA form;
 - have it signed by yourself, your parent/guardian (if you are under the age of 18) and/or your school principal; and
 - return it to your Work Experience Coordinator (secondary placements only).
4. Your Work Experience Coordinator/self will submit your Work Experience Arrangement form to MDAS for approval.
5. Once the Arrangement form is approved by MDAS, your school/self will be provided with a copy of the approved Work Experience Arrangement form plus information related to the placement.

Note: Contact your Work Experience Coordinator with any queries related to your application.

Withdrawing an application:

If you have submitted an application and no longer wish to be considered for the Work Experience Program, you must:

- Withdraw your application via email to workexperience@mdas.org.au

Don't have a computer?

If you do not have access to a home computer to complete your application for placement, the application form can be obtained from any MDAS office.

REVISION HISTORY

Document Number	MDAS-PNC-FOR-115.01	Approval Date	6 November 2014
Implementation Date	6 November 2014	Delegated Authority	CEO
Issued By	CEO	Custodian	Manager – People & Culture
Created By	Manager – People & Culture	Review Date	6 November 2015