

# Position Description

## Operations & IT Assistant

### Our Vision

Northern Inland Credit Union (NICU) is committed to helping its Members find smarter ways to manage their money by offering smart financial solutions and building strong, enduring relationships. This shapes products and service delivery and drives the core strategic objective to achieve Main Financial Institution status with Members. By encouraging new Member growth, increasing the value of existing Members and exceeding Member expectations through personalised service and innovative technology, NICU is committed to being the premier local alternative to the big banks in northwestern NSW. NICU seeks team members who are committed to operating in a Member-centric environment.

### Job Purpose

The Operations & IT Assistant (OIA) is an entry level position into our IT / Operations team. It is an integral part of the team at NICU providing support within the Operations team related to the core banking system including projects related to product changes and upgrades, and monitoring housekeeping reports. The OIA contributes to the team effort through liaison with staff and third-party suppliers, with a focus on managing issues at the local level or via remote actions by third party suppliers. The OIA helps NICU achieve its strategic goals through facilitating information collation, reports and general assistance and guidance to colleagues.

### Required Smart Values

The OIA delivers a superior level of service to colleagues, Members and stakeholders via: \*Smart Solutions \*Motivation \* Achievement \* Relationships \* Team. Refer to the Employee Handbook on the SharePoint intranet.

### Responsibilities

The OIA performs tasks and carries out duties in accordance with documented policies and procedures and refers to other senior staff where assistance or discretion is required. As OIA, your responsibilities include:

- Providing support related to the core banking system including assistance with projects, product changes and system upgrades.
- Completing testing, training and product/service development within specified timeframes including for Operational and Information Technology projects as required.
- Delivering one-on-one demonstrations and guidance for staff experiencing issues with software and hardware.
- Actioning system generated reports, as required.
- Actioning Service Desk tickets, ensuring they are actioned in a timely manner.
- Ensuring timely communication and resolution of service requests as per SLA's.
- Creating and maintaining the Reporting Database reports which are required by staff and business units on a regular and ongoing basis.
- Editing of the SharePoint intranet content, as required.
- Uplifting operational level policies, procedures, forms, and staff communication on the SharePoint intranet so that all staff have access to relevant standardised processes.
- Reviewing product updates, including interest rate changes as required.
- Performing operational and project related tasks and attending meetings as required.
- Ensuring processes and procedures are followed in accordance with direction from management.
- Collaborating with NICU third party suppliers and service providers to troubleshoot and resolve hardware and software issues.
- Liaising with NICU third party supplier support teams and attending meetings, as required, for day to day and project related tasks.
- Ensuring compliance with company policies and procedures.
- Assisting other NICU departments as and when required.

### Risk Management

Ensures controls are applied in accordance with Board and operational policies and procedures, particularly regarding material risks, as identified in the Risk Register within the Board-authorised Risk Management Strategy, for which Operations has a detection, monitoring, escalating or risk ownership aspect.

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### Position Parameters

- Performs tasks and service requirements with due diligence within the guidelines as set by management.
- Actively supports the managerial control and operations of Northern Inland.
- Operates in accordance with policies, procedures and deadlines.
- Undertakes required training.
- Participates in projects and continual improvement and risk management processes.
- Provides supportive and meaningful guidance to staff as required.
- Other responsibilities and duties within their skills, qualifications and experience.

### Performance Review

Regular reviews against Northern Inland's objectives and values and position's objectives and competencies set by management.

### Employment Conditions

Appointed by	CEO
Reports to	Operations Manager
Hours of work	Fulltime: M/W/Th/Fri 8.30am - 5.00pm, Tues 8.15am - 5.00pm, with reasonable additional hours as required and with reasonable notice.
Location	NICU Newcastle Office, with reasonable travel to other sites for work related purposes.
Remuneration	Minimum Level 5, Banking Finance and Insurance Award (the Award). Superannuation: contributions paid by Northern Inland in accordance with the Superannuation Guarantee scheme.
Leave	In accordance with the Award. Fulltime: 4 NICU Personal Leave Days per calendar year, accruing one per quarter; not cumulative. 1 Personal Leave Day in lieu of Bank Holiday per calendar year; not cumulative.

### Inherent and desirable criteria

Essential	<b>Fit &amp; proper:</b> Clear APRA, ASIC and criminal history checks
	<b>General:</b> Presence on site during business hours. Ability to carry up to 5kg over short distances using manual handling aids.
	<b>Qualifications &amp; Experience:</b> Certification in IT Support Certificate, Cert III in Information Technology, ITIL or equivalent. Drivers Licence.
	<b>Skills:</b> <ul style="list-style-type: none"> <li>• Strong computer skills with the demonstrated ability to learn new processes quickly.</li> <li>• Strong decision-making skills.</li> <li>• Strong time management skills</li> <li>• Strong communication skills.</li> <li>• Strong problem-solving skills</li> <li>• Ability to manage deadlines and work autonomously</li> <li>• Excellent organisational skills.</li> </ul>
	<b>Attributes:</b> Professional appearance. Attention to detail. Positive work ethic and demonstrated experience in interacting with team members to achieve strategic objectives. Commitment to completing training requirements. Note: This role requires adherence to confidentiality and privacy policies.
Desirable	Previous administrative IT or customer facing support experience and experience in maintaining electronic communications.
	Experience working in a financial institution.

Effective: 30 June 2025

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I have read this Position Description. I agree to comply with its provisions. I am of good fame and character. I am a fit and proper person to carry out my obligations in an honest and fair manner. I am not an undischarged bankrupt. I undertake to advise NICU of any matters which may lead to a conflict of interest arising from my continued appointment. I acknowledge my continued appointment is subject to fit and proper checks, verification of my qualifications, and independent reference checks.

Name: ..... Signature: ..... Date: .....