

Student & IT Support Officer

Darwin NT

Full time

About the business

Canterbury Institute of Management (CIM) is an accredited Institute of Higher Education with campuses in North Sydney, Redfern and Darwin.

CIM is currently looking for a Student & IT Support Officer to join our team on a full-time basis.

In this role, you will work with an extremely supportive team. You will be responsible for providing IT support to CIM students, in academic and personal well-being. You will report to the Student Support Manager. The role of Student & IT Support Officer contributes to CIM's mission and goals by assisting students who encounter difficulties in their studies or in their personal lives and provide personalised support to improve student experiences and educational outcomes.

About the role

The Student & IT Support Officer has broad range of entry-level responsibilities. These responsibilities include:

- Be the first point of contact for students, staff or visitors to CIM campus;
- Attend to phone or in-person inquiries, record and pass messages other team members;
- Monitor student welfare and well-being through review of records (class attendance and academic results) and help identify students who may be at risk;
- In consultation with the Student Support Manager, contact students who are at risk, or potentially at risk, and provide personalised support and advice with external referrals where required;
- Contribute to the development and maintenance of CIM culture of student care;
- Maintain record of student contacts and consultations;
- Assist with event management on campus;
- Comply with CIM policies and procedures including matters related to Work, Health and Safety and Equal Opportunity;
- Wear corporate uniform (if required);
- Support the Student Support Manager in all duties related to student well-being;
- Work collegially in a team environment;
- Other duties as required by the Student Support Manager and/or Dean.

Benefits

- Full-time position with entitlements and competitive remuneration

Required skills and experience

- A post-secondary qualification in IT

- Strong communication skills and commitment to customer service;
- Good command of written and spoken English;
- Commitment to principles of diversity and inclusion and experience working with culturally diverse customers;
- Demonstrated computer literacy in standard softwares, such as, Microsoft Word, Excel and Outlook;
- Ability to work in a team.

Apply Today

Submit your application by emailing hr@ciom.edu.au. Your application must include:

- Your resume;
- A cover letter detailing your qualifications and experience.