

IT and Corporate Support Officer – LE3 – DFAT – January 2026

AGENCY	Department of Foreign Affairs and Trade (DFAT)
POSITION NUMBER	AM022
POSITION TITLE	IT and Corporate Support Officer
CLASSIFICATION	LE3
SECTION	IT
REPORTS TO (TITLE)	Senior IT Officer

About The Department of Foreign Affairs and Trade

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas aid program and helping Australian travellers and Australians overseas.


The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

About the position

Under general direction of the Senior IT Officer and the Second Secretary (Corporate), this position is responsible for a range of ICT services for the Embassy including Local Area Network Administrator (LANA) duties and for providing support to the post corporate teams. The position also works closely with the Regional Technical Officers.

Key responsibilities of the position include but are not limited to:

- Manage and deliver effective and timely ICT support, and local area network hardware and software installation, including managing equipment maintenance, resolving issues, and providing training.
- Identify opportunities for ICT process improvements and make recommendations to management
- Ensure services provided to attached agencies comply with the service schedule outlined in the ICT Services Catalogue.
- Manage, procure and dispose of ICT equipment – including through the annual ICT stocktakes – in accordance with DFAT requirements.
- Assist with contingency planning, including maintaining the Emergency Communication Network, regular testing of emergency equipment and updates to Embassy directories and WhatsApp groups.
- Assist with technical preparation of events including the use of QR codes
- Assist with the ICT set up of conference rooms for workshops and meetings.

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- Establish, develop and maintain strong working relationships with a range of key internal and external stakeholders.
 - Provide back up support to the Senior IT officer and other duties as required.
 - Other administrative support and duties as required.

Required Qualifications/Experience/Knowledge/Skills

- Qualification and or experience in maintaining computer systems or ICT networks
- Knowledge of IT systems and accessories
- Proficiency in Microsoft Office and a good working knowledge of information management systems.
- High level written and oral English communication skills and fluency in Arabic.
- Demonstrated ability to problem solve, think strategically, apply judgement and innovation to achieve results in the information systems environment.
- Well-developed interpersonal skills and the ability to independently liaise with stakeholders and to develop and maintain a wide range of productive working relationships.
- Ability to operate effectively within a team and across teams.
- An ability to work under guidance and meet deadlines.

Desirable Qualifications/Experience/Knowledge/Skills

- Knowledge of Local area Networking (LAN) would be an advantage.