Position Profile

Designation:	**IT Field Support Technician**
Reporting to:	**Chief Information Technology Officer**
Based in:	**Perth**
Date Reviewed	**December 2025**

Organisational context:

AWC is a pragmatic global conservation leader, restoring landscapes and providing hope for Australian wildlife. Guided by science, AWC delivers measurable conservation impacts at scale to secure the future of our most endangered species.

At AWC we are inspired by the unparalleled richness of Australia's wildlife and we are united by our determination to protect its unique animals and landscapes. It is our mission to effectively conserve all Australian wildlife and habitats and our vision is for a world where Australia's biodiversity is valued and effectively conserved by an engaged community.

The delivery of AWC's mission is highly reliant on all AWC working collaboratively with each other as a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders.

AWC values:

AWC's work is guided by the following values. At AWC, we are:

- Accountable – taking ownership of our actions and outcomes
- Informed – working together to acquire and apply evidence, knowledge and experience
- Respectful – demonstrating care, recognition and integrity
- Dedicated – committed to delivering effective outcomes, with resilience and tenacity
- Innovative – applying creative thinking for effective solutions
- Sustainable – delivering long-term financial and ecological viability.

OneAWC 'a cohesive, engaged, collaborative, high performing group guided by strong, effective leaders. A group of people who all understand AWC's mission, vision and their role in contributing to the achievement of mission and vision, all connected and working towards a common purpose, guided by a set of shared values'. The delivery of AWC's mission is highly reliant on all AWC working collaboratively with each other.

General description of role:

The IT Field Support Technician plays a pivotal role in delivering robust technical solutions and support for network and IoT projects across diverse environments. This position is responsible for the end-to-end management of IoT deployments, technical troubleshooting, and collaboration with stakeholders to optimize field operations. The ideal candidate combines strong technical expertise with a passion for innovation, teamwork, and conservation, contributing to AWC's mission through hands-on fieldwork and continuous improvement of IT systems and processes.

Key relationships will include:

- The position reports to the AWC Chief Technology and Information Officer and is part of an integrated support team delivering finance, HR and IT services across the organisation

- The position works closely with all staff across the Head Office team including Operations, Finance, Human Resources, Philanthropy (Donations), HSE, and ITT.

- Within the IT team, the position works closely with the CITO and all IT staff members responsible for day-to-day maintenance of the AWC IT system services and devices including the provision of advice and assistance to staff

- The role will also liaise with a range of internal stakeholders, who own a variety of business processes. You will need to understand their business processes, identify their key challenges and areas for efficiency gains, then translate those into forms, workflows, lists and reports.

Critical competencies

- **Technical Skills**
  - Experience in planning, implementing, and commissioning Network and IoT projects.
  - Designing, deploying, and supporting Ubiquiti-style point-to-point networks.
  - Familiarity with NB-IoT, LTE, LoRaWAN, and satellite backhaul communications.
  - Monitoring IoT management systems (Tago IO highly desirable).
  - Proficiency in Linux environments and coding languages such as Python and Node.js.
  - Experience with Microsoft technologies, including Power BI, Power Apps, and Power Automate.
  - Experience with AI on the Edge equipment (for example Jetson Nano or Orin).
  - Experience with Raspberry Pi control systems.
  - Electrical, mechanical, or network engineering skills or practical experience.
  - Designing, implementing, maintaining, and documenting business processes and procedures.
  - Applying networking and telecommunications knowledge across a range of operational tasks.

- **Innovation**
  - Ability to develop practical solutions using current and emerging technologies.
  - Experience exploring and implementing Microsoft 365 applications for integration with information management systems.
  - Willingness to learn, adapt, and grow in a progressive and evolving organisation.

- **Working with People**
  - Exceptional interpersonal and communication skills.
  - Ability to establish and maintain rapport with a diverse range of stakeholders.
  - Enjoyment of working collaboratively with like-minded people, particularly within a non-profit environment.

- **Passion for Conservation**
  - Demonstrated passion for, or strong interest in, conservation and environmental sustainability.
  - Keenness to contribute to a purpose-driven organisation, including a willingness to travel to remote locations as required.

Qualifications:

- Relevant tertiary qualification or equivalent in Information Systems, Computer Science, Engineering, or Technical fields.

Licences & Certificates:

- Nationally Coordinated Criminal History Check.
- A valid manual drivers licence.

Inherent requirements of the role:

The execution of tasks associated with the position is primarily office-based, however from time-to-time, you will be expected to travel to sites located in rural and semi-remote locations and can occasionally be away from an established field base. Whilst on site, the working environment can be outdoors and often in the extremes of weather – hot/cold and wet or dry. On occasion, there may be physical activities including walking in remote locations, carrying loads and driving manual 4WD vehicles. The successful applicant must be physically capable of performing these activities in order to carry out the inherent role responsibilities.

Responsibilities:

1. IoT, Field Networks & Remote Monitoring Projects
Key activities and responsibilities: • Lead planning and execution of end-to-end IoT projects, including provider engagement, budgeting, implementation, and post-deployment support.   • Translate business requirements into clear product specifications.   • Deploy and manage IoT solutions in diverse environments; assist technical field teams with installation, commissioning, and troubleshooting.   • Implement communication technologies (LoRaWAN, NB-IoT, LTE, satellite backhaul) and integrate device data via cloud platforms (MQTT, REST APIs).   • Proactively monitor IoT management systems for real-time data reliability and visualization.   • Enhance IoT platform functionality by integrating external systems, automating workflows, and improving device management (REST APIs, Power Automate).   • Integrate Microsoft Power Apps and Dataverse into IoT deployments for secure data storage, automated workflows, and data-driven reporting.   • Develop and maintain dynamic Power BI dashboards for real-time stakeholder visibility.   • Work in Linux environments for deploying and troubleshooting IoT and edge computing solutions.
2. General IT Tasks
Key activities and responsibilities: • Collaborate with business stakeholders and external parties to ensure project alignment and timely execution.   • Facilitate meetings and workshops to define objectives and align strategies.   • Analyse data to extract insights, optimize field operations, and enable proactive maintenance.   • Design, implement, maintain, and document business processes and procedures.   • Support process change management, including user training and preparation for new systems.   • Perform fieldwork as required.
3. Health, Safety and Environment
Key activities and responsibilities: • Maintain a safe working environment by working safely with others including the identification, reporting and elimination of hazards in the workplace.   • Support the implementation of Health, Safety and Wellbeing (HSE) policies, procedures, practices.   • Participate in and support the implementation of HSE initiatives across the organisation.
4. Undertake other tasks as required
Key activities and responsibilities: • Champion AWC values and ONEAWC initiative.

- Comply with all AWC policies and procedures.
- Support the execution of AWC's strategy.
- Assist in the implementation of philanthropy (fundraising) programs.
- Provide occasional 2nd or 3rd level helpdesk support for field equipment or networks.
- Travel to remote sites and work closely with a range of stakeholders.
- Undertake other tasks as requested by the Chief Information and Technology Officer.