ICT Help Desk Officer

Position description

November 2022

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Position description

Position title	ICT Help Desk Officer
Classification	Band 4
Directorate	Corporate and Community Services
Department	Business Transformation

Our organisation

Northern Grampians Shire Council has a diverse employment base, across 14 worksites in the Grampians Region of Victoria and employs people to provide services and governance to local communities. We offer flexible work arrangements, providing access to relevant training and professional development opportunities with a variety of employee benefits. We promote innovation, responsiveness, respectfulness and continuous improvement as our core values.

Position objectives

The position is responsible for assisting the ICT Officer with the maintenance and administration of all Council's Information and Communication Technology (ICT) hardware, associated software, and consumables.

Key responsibility areas

- Assist in the maintenance and administer Council's ICT hardware, associated software, and consumables for these items.
- Assist in the maintenance of an asset register for all computer hardware, and mobile devices, ensuring the currency of data.
- Assist with the identification, investigating, and implementation of solutions to resolve operational issues in ICT systems to streamline business processes.
- Ensure all processes undertaken are identified, recorded and process mapped, and reviewed in the required timeframes.
- Ensure all service requests are logged in the helpdesk system and appropriately attend to successful resolution and closure within agreed timeframes.
- Provide training to system users, with varying levels of computer literacy, in the use of ICT equipment and software.
- Participate in the planning and implementation of new ICT related strategies and projects.

Corporate responsibilities

- Ensure that Council's Code of Conduct is adhered to at all times.
- Adhere to Council's OH&S, equal opportunity, child safety and wellbeing and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- Ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation.
- Ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time.
- Ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames.

Organisational relationship

Reports to	Coordinator ICT
Manages	N/A
External relationships	Hardware and software suppliers
Internal relationships	All council employees

Accountability and extent of authority
- Employees are essentially doing jobs and are often the providers of information to clients and/or information and support to more senior employees. Employees may also supervise resources including other employees and/or regulate clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Employees should have sufficient freedom to plan their work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and decision making
- In these positions, the objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within the time available to make a choice.

Specialist skills and knowledge
- Employees require an understanding of the relevant technology, procedures and processes used within their operating unit.
- Employees require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Employees require proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

Management skills
- The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.
- All positions necessitate skills in managing time and planning and organising one's own work.

Interpersonal skills
- Employees require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Employees require skills in written communication to enable the preparation of routine correspondence and reports if required.

Qualifications and experience
- Tertiary qualification in Information Communication Technology or Computing, or relevant experience in software, hardware and computer networking.
- Experience with installation of application software on desktop and laptop PCs and experience with computers in operation and maintenance.
- Experience with installing applications on mobile devices and experience with mobile devices in operation and maintenance.

Selection criteria
1. Demonstrated experience and knowledge in a range of operating systems, desktop software and networking environments.
2. Ability to establish and maintain software and hardware registers, manage helpdesk requests in a time-efficient manner.
3. Ability to effectively communicate on multiple platforms with system users with varying levels of computer literacy.
4. Proven ability to identify, map and implement continuous process improvements in a customer-focussed ICT setting.
5. Effective verbal and written communication skills with the ability to work with stakeholders in solving issues.

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 9 – 2021* and Northern Grampians Shire Council policies and procedures.

Emergency Management - All employees may be required to undertake Emergency Management Duties as directed.

Qualifying period - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months .

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

COVID-19 Vaccination – All Council appointments must provide evidence of their vaccination status to meet mandated vaccination requirements.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	November 2022
Prepared by	Coordinator ICT
Approved by	Chief Executive Officer

Employee Signature

[acceptance_status]   [acceptance_date]

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[candidate_name]