# POSITION: Service Desk Officer

CLASSIFICATION: Band 4

EMPLOYMENT STATUS: Full time

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment.  We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities.  Our values are present in what we do and how we do it.  With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Councils entire organisation chart**

**THE POSITION**

This key role is the first point of contact for internal IT customer support.

The IT team is responsible for all aspects of Council’s ICT systems and infrastructure. A key focus for this position is providing great customer service to colleagues.

The key responsibilities of this role include –

* Providing outstanding customer service
* Managing and maintaining the Service Desk, including resolving, triaging and escalating calls and service request tickets as appropriate
* Looking after Council’s mobile phone fleet and accessories
* Responsible for processing all IT annual and monthly invoices
* Monitoring customer satisfaction levels
* A commitment to support and engage in sustainable improvement in customer service and associated Service Desk processes
* Other responsibilities as directed by the IT Coordinator

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact Vanessa Adams, Manager Innovation & Council Business on 03 5662 9200.

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

**Judgement & Decision Making Judgement & Decision Making**

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| --- | --- |
| Accountability & Extent of Authority | |
| Band 4 (Generic) | Role Specific |
| * Specific guidelines but scope to exercise some discretion * Freedom to plan work at least a week in advance * May supervise resources including staff | * Responsible for providing Service Desk function to all staff to a high standard of effectiveness, accuracy and for meeting SLAs for timeliness |
| Judgement & Decision Making | |
| Band 4 (Generic) | Role Specific |
| * Work objectives well defined * Guidance & advice always available within time to make a choice | * Incumbent will be encouraged to provide ideas for innovation and efficiency. |
| Specialist Knowledge & Skills | |
| Band 4 (Generic) | Role Specific |
| * Understanding of technology, procedures & processes within operating unit * Proficiency in standard procedures, practices, Acts/Regulations, understanding of precedents * Understanding of organisational context incl. regulations, unit goals & perhaps wider organisational goals | * Understands and lives the principles of great customer service * An understanding of new technologies, innovation and improvements |
| Management Skills | |
| Band 4 (Generic) | Role Specific |
| * Skills in managing time, planning, organising own work * Basic knowledge of personnel practices * Provide supervision & on job training | * Organised individual with attention to detail and a strong customer-focus |

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| Interpersonal Skills | |
| Band 4 (Generic) | Role Specific |
| * Able to gain cooperation & assistance from clients, employees & public of well-defined activities * Skills in preparation of routine correspondence & reports | * Calm, approachable and positive with great customer service skills * Able to establish positive working relationships over the phone and in person * Team focussed |
| Qualifications & Experience | |
| * Completion of secondary education or equivalent. * Experience in a customer service and administration role and/or a certificate in business administration. | |
| Role Specific Selection Criteria | |
| * Completion of secondary education or equivalent. * Experience in a customer service and administration role and/or a certificate in business administration. * Demonstrated achievement in providing outstanding customer service over the phone and/or in person * Good administrator, organised with attention to detail, able to communicate effectively via email and manage invoices * Ability to develop technical knowledge and skill * Demonstrated ability to work effectively in a team environment | |