

POSITION DESCRIPTION

Title:	Information Technology Officer – Service Desk
Group:	Business Technology and Customer Services
Reports to:	Team Leader Desktop and Devices
Grade:	12
Hours:	35
Vehicle:	No
Position Code:	74062 & 74063
Date updated:	May 2018

Position Purpose

The role of Information Technology Officer – Service Desk is to provide technical support and level 1 and 2 support for Council's desktops, laptops, mobile devices, multifunction printers, voice technology and corporate software. This includes providing excellent communication and problem solving skills to assist the Information Communication Technology team to meet the challenge of providing quality services to our diverse base of approximately 350 users. The role is customer focused to ensure support in an MS Windows/MS Office environment. The Information Technology Officer – Service Desk will be part of a team providing support for both phone and email helpdesk support as per an agreed schedule ensuring a high level of customer satisfaction and continuous improvement in service delivery.

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Certificate IV in Information Technology or relevant Information Technology certification and a minimum of 2 years relevant experience.
- Demonstrated experience with installation, diagnosis and problem solving of hardware, software and related issues in a corporate environment.
- Demonstrated Experience in the maintenance and support of;
 - Windows Operating Systems
 - Microsoft Office 365
 - Identities through the use of Active Directory
 - Citrix Director
 - Mobile phones and devices

- Demonstrated experience in a Help Desk environment providing support to desktops, laptops, mobile devices, multifunction printers, wired and wireless network and voice technology.
- Demonstrated ability to acquire and apply skills and knowledge in a changing environment.
- Demonstrated ability to work independently, as well as part of a team.
- Excellent written and verbal communication skills.
- Demonstrated ability to provide quality customer service ensuring that the customer is at the centre of all service delivery touch points.
- Experience in using a quality management system or other business improvement initiatives

Desirable:

- Experience in supporting users on corporate applications such as Technology-one suite.
- Experience in telecommunications systems support including VOIP and Mobile voice solutions.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Technical Responsibilities

- Perform technical troubleshooting and provide Level 1 and 2 support through the service management system for Council's desktops, laptops, mobile devices, multifunction printers, wired and wireless network, voice technology and corporate software.
- Contribute to the maintenance of the software asset registry of all client software licensing across the organisation.
- Contribute to the maintenance of the Council's Microsoft Enterprise Agreement licensing.
- Assist in maintaining a secure ICT environment by supporting endpoint protection software for all desktops, laptops, tablets and other client systems across the organisation.
- Ensure the creation, updating and deleting of users in Active Directory completed according to the standard operating procedure.
- Contribute to the maintenance of documentation regarding standard operating environment (SOE), hardware and software configuration and support procedures as required.
- Contribute with the delivery of ICT projects as required by Information Communication Technology Manager.
- Positively contribute to the Help Desk team to deliver a professional, customer focused and high performing support service in line with agreed service scope and service levels.

- Positively contribute to maintaining and improving support methods, standards, KPI's and SLA's across all ICT supported applications and infrastructure.
- Develop and maintain professional relationships with key stakeholders (ICT and the business), including relevant third parties.
- Ensure completeness of root cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.
- Assist with implementation of business continuity and service recovery plans and activities as required by the Information Communication Technology Manager.
- Assist with the maintenance of applications/software environments with appropriately supported updates, patches and/or service packs in line with good practice system maintenance policies.
- Ensure Council technology users are working at their optimal best on desktops, laptops, handheld communication devices and workstations.
- Positively contribute to the Desktop and Devices team with improvement initiatives relating to Help Desk Service Delivery Management processes according to industry best practices.
- Assist in facilitating the secure disposal or return of ICT desktop and devices equipment as required.
- Assist in maintaining Microsoft cloud environment including, but not limited to, email, identities and mobile device management.

Organisational Responsibilities

- Act with integrity by demonstrating professionalism and setting an example for others to follow
- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve
- Communicate effectively and contribute to discussion and debate
- Display a strong customer focus ensuring that the customer is at the centre of all service delivery touch points.
- Demonstrate accountability by assessing work outcomes, identifying, and sharing lessons with the team to inform future actions.
- Ability to actively contribute to the overall performance of the Group through support to the Information Communication Technology Manager and the Group Manager Business Technology and Customer Services.
- Create and maintain full and accurate records which document activities and decisions and file these records into ECM
- Participate in Emergency Management events and Emergency management training

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff

- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that the position holder is accountable for their behaviours in the delivery of their duties noted in the position in relation to providing technical support and other functions relating to this role.
- To conduct yourself at all times in accordance with Council's Core Organisation Values when dealing with Council, Community, Customers and Councillors (4C's)

Organisational Values

- Apply and demonstrate Council's Core Organisation Values - Collaboration, Accountability, Integrity, Respect, Sustainability