



Service Desk Support Officer

POSITION PROFILE

Division	Corporate Support	Status	Full time, Permanent
Unit	Information Management & Technology	Salary Grade	Grade 8
Reports to	Team Leader Service Management	Reviewed	

STRATEGIC INTENT

1. Increased confidence Levels:

To ensure our community, employees and stakeholders believe in Council's ability to achieve its strategic outcomes, by ensuring that Council actively support creative solutions to customer problems, genuinely collaborating with customers, respecting what's important to customers by listening and evolving every day.

2. Improved sustainability:

To ensure Council continues to deliver its strategic outcomes, by creating a future information architecture environment, so as to better support digital business (social, mobile, analytics, cloud, omni-channel and consumer driven technology).

3. Service Management Service:

The service accountable for the customer-focused approach to delivering information technology and providing value to the customer relationship.

POSITION PURPOSE

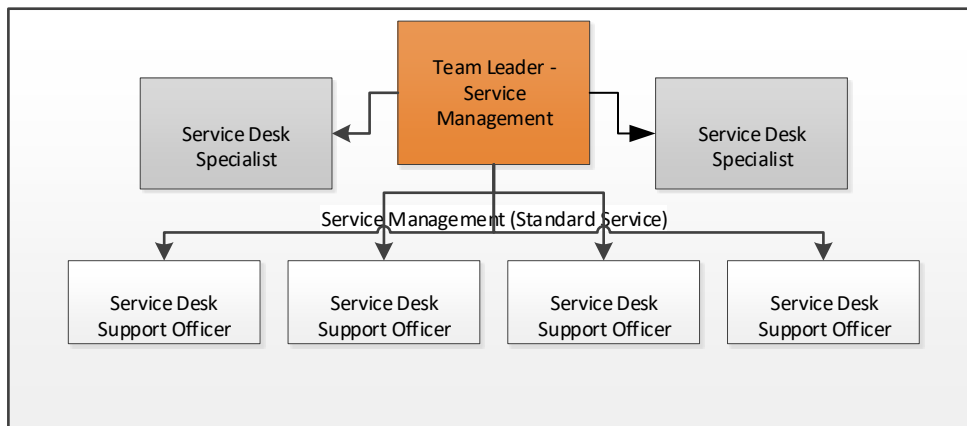
The primary purpose of the role is to provide the critical customer interface for the IM&T department through the provision of IT support services via telephone, email and face to face services.

Maintain and update documentation as required, including, but not limited to End User Work Instructions, Self-Help guides and Technical documentation for inclusion into the Knowledge Base.

To assist with the efficient, effective and compliant operations of business applications, ICT devices (physical and virtual) and related ICT infrastructure.

To facilitate the Information Management and Technology Strategy, by delivering an enhanced customer experience, increasing the value-add to our customers and maximising accessibility and minimising risk.

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Enhancing the Customer Experience	<ul style="list-style-type: none">- Regular and concise customer communication.- Adopts a continuous improvement philosophy.- Prioritise resources towards matters that are important to the customer, organisation and the community.
Increasing the Value-Add to our Customers	<ul style="list-style-type: none">- Sets and monitors clear goals and challenging targets- Deliver a solution-focused, proactive (rather than reactive) approach.- Implement improvement opportunities through people, systems and processes.- Establish constructive relationships that are based on trust, honesty, fairness and equality.
Maximising Accessibility and Minimising Risk	<ul style="list-style-type: none">- Drives balanced results whilst maximising accessibility and minimising risk.- Deliver the best outcome for the customer within the determined IM&T risk tolerances.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> - Tertiary qualifications (Cert 3 and/or 4) in a related discipline or experience in the Information Management & Technology arena. - ITIL Foundation knowledge. - A current Drivers Licence.
	Desirable	<ul style="list-style-type: none"> - A degree, certification or equivalent in a relevant discipline. - ITIL Foundation Certification.
	Experience or skills	<ul style="list-style-type: none"> - Experience in the field of Information Management and Technology. - Experience in developing a strong customer focus within an organisation. - Working knowledge of: <ul style="list-style-type: none"> o Microsoft Office 365 o Windows Desktop OS o SCCM/MECM o Active Directory o Information Security fundamentals - Understanding of technical concepts and willingness to work in a dynamic and high-volume work environment - Application management troubleshooting. - Experience utilising Information Technology Infrastructure Library (ITIL) processes in the Service Operations area.

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> - Decision making: Ability to provide high quality IM&T support to clients via a Service Desk and resolving technical (data and software) problems, requiring the application of analytical, conceptual, problem-solving, troubleshooting, risk management and decision-making skills. - Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them; work in an environment where there are large volumes of customer requests characterised by tight timelines, conflicting priorities and competing expectations to achieve successful outcomes. - Critical thinking: Critically examine work and activities, considering alternative points of view to meet customer expectations. - Communication skills: Excellent interpersonal, communication and negotiation skills, including the ability to communicate clearly and concisely in written and oral form; able to articulate complex and technical matters in simple terms. - Interpersonal skills: Communicate with all levels of customers and external vendors in a timely, positive manner. Project a positive and
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	<p>professional image at all times, including when dealing with challenging customers.</p> <ul style="list-style-type: none"> - Team focussed: Willing to be mentored and to share skills, experience and knowledge via formal and informal collaboration with colleagues.
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> - Collaborate – We are a united team. We work together to deliver great outcomes for our community - Achieve- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community - Respect – We communicate openly, act with integrity and are inclusive - Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement.