



Service Desk Support Officer

POSITION PROFILE

Division	Corporate Support	Status	Full time, Permanent
Unit	Information Management & Technology	Salary Grade	Grade 8
Reports to	Service Desk Team Leader	Reviewed	August 2022

STRATEGIC INTENT

Sutherland Shire Council has 4 operating divisions namely Shire Assets, Shire Infrastructure, Shire Services and Corporate Support.

The Information Management and Technology Unit (IM&T) sits within Corporate Support and provides a range of ITC services directly to the community and to Council staff (approx. 1500).

As well as BAU operations, IM&T is responsible for delivering a program of work aimed at elevating the following focus areas:

- Employee experience
- Customer experience
- Delivery excellence
- Operational excellence
- Future Growth

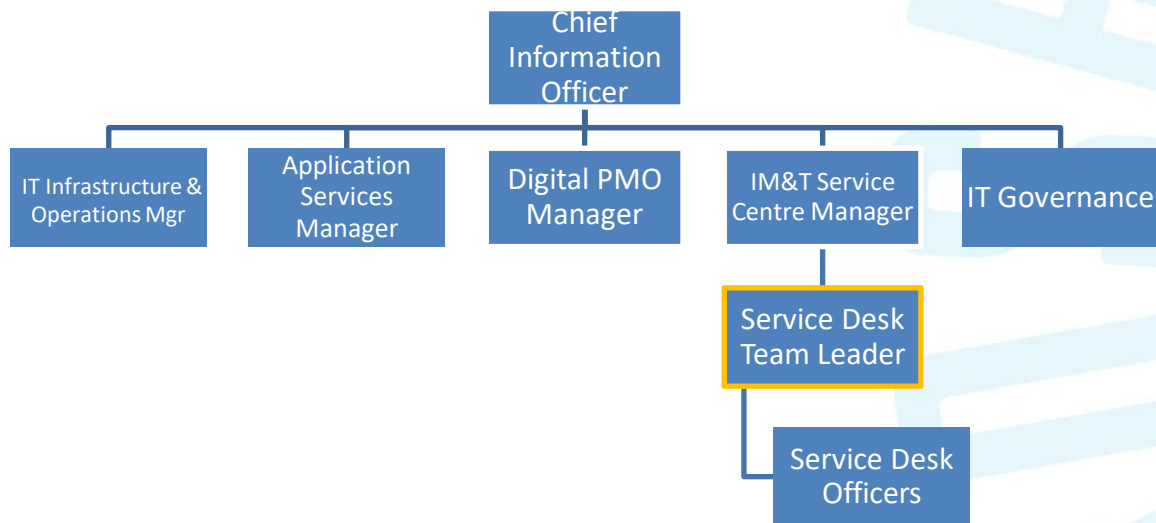
POSITION PURPOSE

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, chat and face to face interactions.

The Service Desk Officer is the key communicator between Council staff (and other users of Councils systems) for Incident resolution and Request fulfilment.

The experience with Service Desk is key to customer perception of IM&T capability and professionalism and as such the Service Desk Officer is a critical position within the IM&T unit.

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

Ensure requests for IM&T support are:

- Recorded thoroughly and accurately
- Prioritised based in impact and urgency
- Resolved at first point of call whenever possible
- Escalated functionally where increased knowledge or access is required
- Escalated hierarchically where required to give increased visibility to management of P1, P2, VIP issues or community impacting
- Followed up until resolved – with both technical actions and communications captured within the ticket
- Closed by the customer

Assist with the rapid onboarding of staff to ensure they are effectively using the IM&T resources as required by their roles.

Assist with the rapid offboarding of staff to ensure effective licence management and security of Council systems and information assets

Other tasks as directed

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> - Tertiary qualifications in a related discipline or significant 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.
	Essential	<ul style="list-style-type: none"> - Experience in the field of Information Management and Technology. - Experience in delivering customer focused services 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 - 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 - 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. - Growth mindset and willingness to continual learn, train and improve skills
	Desirable	<ul style="list-style-type: none"> - Knowledge of/experience with supporting Audio-Visual systems - Knowledge of/ experience with supporting OneCouncil
Experience or skills		

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) incidents, 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.
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	<ul style="list-style-type: none"> - 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 professional image at all times, including when dealing with challenging customers. - Team focussed: Willing to be mentored and to share skills, experience and knowledge via formal and informal collaboration with colleagues. - Customer Focus: Commitment to delivering superior customer experience, prioritise and escalate effectively by understanding the key functions and structure of the Council
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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.

SPECIFIC CONDITIONS OF EMPLOYMENT

- May be required to work additional hours to ensure availability of Council systems as and when required.
- May be required to participate in an on-call roster
- May be required to provide limited on-site after hours support on a rostered basis