

Position Description

ICT Service Desk Officer

Council Strategic Vision

Protecting our heritage and beautiful coast, while creating a welcoming and healthy place for all in South Australia's most sustainable city.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

As a values-based organisation, we demonstrate our values through our behaviours. These values guide everything we do.



A Achievement

Deliver agreed outcomes for our community



R Respect

Act with honesty and integrity



I Innovation

Seek better ways



S Simplicity

Easy to do business with



E Engagement

Provide opportunities for all to participate

Position Title	ICT Service Desk Officer
Position Number(s)	CHB0239
Classification	Level 3
Reports to	Information & Technology Lead
Division	Strategy and Corporate
Department	Innovation & Technology
Direct reports	0

Position Purpose

The ICT Service Desk Officer plays a crucial role in overseeing the IT service desk ticketing system and ensuring the delivery of proficient and prompt IT technical support within Council. This position serves as the primary point of contact for managing incident requests, meticulously documenting, with creation and maintaining of, troubleshooting procedures and resolutions, and performing foundational level 1/2 troubleshooting for end users

Key Relationships/Interactions

Internal

- All Leadership Levels and teams

External

- All vendors as required

Special Conditions

- Some out of hours work may be required including attendance at official meetings after hours.
- In line with council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions and will be renewed upon expiry thereafter.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory medical and/or functional assessment may be required.

Key Accountabilities

The ICT Service Desk Officer is responsible for

- Manage, triage and track all incoming support requests via a ticketing system.
- Take ownership through the lifecycle for all allocated tickets.
- Evidence that incoming service requests have been resolved, or referred as appropriate, according to the service level agreement.
- Personally manage and resolve most incoming service requests.
- Contribute to the implementation and review of the service level agreement for innovation & Technology.
- 98% of service and support requests meet Service Level Agreement (SLA).
- 98% of incidents completed with customer satisfaction rated as “Satisfied” or above.
- Ensure that undertaken troubleshooting steps are well documented within associated ticket prior to escalation to senior team members.
- Evidence and feedback of effective relationships that enhance service delivery for Innovation & Technology.
- Demonstrated increase in customer satisfaction with Innovation & Technology throughout the organization.
- Develop and maintain a user and technical documentation knowledge base within Innovation & Technology.
- Capture and develop processes to streamline service delivery for Innovation & Technology.
- Undertake remote and on-site troubleshooting and support.
- Understand and provide support and guidance for the enterprise application suite.
- Undertake hardware & software installations, upgrades and support.
- Maintain the Asset Management database, ensuring it is accurate and up to date.
- Actively seek and suggest ways to improve work practices and outcomes.

Selection Criteria

Qualifications	<ul style="list-style-type: none"> • A tertiary qualification in a relevant discipline or a minimum of 2 years' experience in a similar role 	Essential
Technical Knowledge & Experience	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office products and experience in using corporate business applications • Demonstrated experience undertaking first level systems and technical support and training (Windows OS, AV equipment, Printers etc) preferably in a 200+ employee organisation • Experience in capturing, developing and documenting processes • Strong knowledge in basic technology security principles • Strong knowledge of Active Directory and networking principles • Experience in using Remote Desktop Management tools • Experience in working across, and managing and prioritising multiple issues at once. • Experience in administering or managing an IP Telephony System • Knowledge of current trends in end-user computing in a corporate environment, with an ability to keep abreast of future trends. • A working knowledge of ITIL practices. • Knowledge and understanding of legislation, guidelines and standards relevant to the area of operation. 	Essential Essential Essential Essential Desirable Desirable
Personal Capabilities	<ul style="list-style-type: none"> • Highly self-motivated with the ability to deliver high quality outcomes for internal customers and our community • Advanced verbal and written communication skills with the ability to negotiate, influence and motivate individuals • Ability to prioritise workload and meet set timelines. • Ability to be resilient, innovative, flexible and readily accommodate change. • Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement. • Demonstrated commitment to exploring and expanding individual capabilities. • Ability to work both independently and in a team environment • Ability to share information and expertise freely. 	Essential Essential Essential Essential Essential Essential
Collaboration & Communication	<ul style="list-style-type: none"> • Demonstrated commitment to teamwork and the maintenance of a supportive work environment • Demonstrated capability to establish positive connections and engage in consultation, negotiation, and communication with staff, customers, volunteers and other stakeholders at various levels, both orally and in written form. 	Essential Essential
Customer Service & Continuous Improvement	<ul style="list-style-type: none"> • Demonstrated commitment to customer service and continuous improvement • Actively seek and suggest ways to improve work practices and outcomes • Develop, implement and maintain effective communication channels across the organisation to facilitate efficient and effective issue resolution and service delivery. • Establish and build relationships external stakeholders, including suppliers, and software and hardware vendors. 	Essential

	<ul style="list-style-type: none"> • Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers. • Actively participate and maintain a customer focused culture. 	
Corporate	<ul style="list-style-type: none"> • Working knowledge of the Microsoft Office suite and use of corporate technology • Experience in the use of Technology One suite of applications 	Essential Desirable
Government	<ul style="list-style-type: none"> • Experience working in a government environment 	Desirable

Workplace Health and Safety and Return to Work Responsibilities

Employees have a legal obligation to take steps to protect themselves from risks to health and safety and make sure they do not cause a risk to others through any action or omission.

In particular employees are responsible for:

- Complying with any reasonable instruction and cooperating with any reasonable policy or procedure related to WHS.
- Taking reasonable care in regard to work health and safety.
- Participating in training or other activities provided to protect their health and safety whilst at work.
- Actively participate in rehabilitation and return to work programs as required.
- Ensuring that they are fit for work and not in such state (due to alcohol, drugs or any other reason) as to endanger their own safety or the safety of any other person at work.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Utilise and maintain appropriate personal protective equipment.

Corporate Systems & Information Management

Make certain that all corporate data and documents are recorded and handled within the suitable corporate systems, following the organisation's established policies and procedures regarding information governance and records management, both in electronic and physical formats.

Performance Development Review (PDR)

Employees will actively engage in the Performance Development Review (PDR) process, which involves setting work priorities, tracking progress towards goals, and offering input on how individual skills can be enhanced in alignment with the role.

Acknowledgement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the organisation may require you to carry out any duties which are within your skills and competence.

Employee Name: _____ Direct Manager: _____

Signature: _____ Signature: _____

Date: _____ Date: _____