



Department of Finance

Corporate Services

Position number 00016146

Desktop Support Officer

Position details

Classification/level	Level 3
Award/agreement	PSA
Organisation unit	Information and Communications Technology
Physical location	Perth
This role supervises (FTE)	0

Reporting relationships

Supervisor	
Position number	00009173
Position title	Service Delivery Incident Manager
Classification/level	Level 6

Keyword description

Provide support of the workplace so that Departmental users can perform their normal duties and ensure the Business's outcomes are met. A "workplace" might normally include some or all of the following: PC/Laptop, Office applications and productivity tools, Email, Internet/Intranet, file and print capability, telephony, mobility and remote access capability.

Organisational context

The Department of Finance provides quality advice and services to facilitate the achievement of Government's objectives.

We realise this through the active demonstration of our organisational values of listening and caring, commitment, leadership, accountability and people matter.

The Department of Finance encompasses a variety of businesses including:

- The Office of The Director General (ODG);
- Strategy and Coordination (SC);
- Building Management and Works (BMW);
- The Office of State Revenue (OSR);
- Public Utilities Office (PUO);
- Economic Reform (ER);
- Government Procurement (GP); and
- Corporate Services (CS).

This vacancy is positioned within **Corporate Services**.

Corporate Services provides the whole of Finance with essential support services and promotes leading business practices in the areas of Finance; Information and Communications Technology; Corporate Communications and Governance; Risk and Policy; ICT functionality and Human Resource Management including payroll. CS also provides bureau finance and HR services for the Department of Treasury.

Information on other Finance business units is available in your applicant information package or by visiting www.finance.wa.gov.au.

Work description

This section outlines the results and outcomes required of an individual in this position, the below paragraph is mandatory.

“DESKTOP” DEVICE PREPARATION AND CONFIGURATION

- Administer and maintains the Voice Communications Systems, Amcom Cloud Collaboration (ACC), Telstra Internet Protocol Telephony (TIPT), and Government Campus Network (GCN).
- Post – delivery preparation, commissioning and testing
- Installation of standard desktop operating systems and software suites
- Routinely applies security and vulnerability patches to personal computers.
- Delivery of devices to customer locations
- Perform routine and planned replacements of hardware and software.
- Assist in resolving connectivity issues – including managing network connectivity to approved devices.
- Transfer of software and/or hardware between equipment and or customers.
- Changes and modifications to equipment and software.

RELATIONSHIP MANAGEMENT

- Provide backup phone support to Service Desk as required.
- Respond to and assist in the resolution of hardware and/or software issues being experienced by the customer.
- Support personnel who are on rotation to designated locations.
- Contributes to the development, management and achievement of the Information Communication and Technology team objectives.
- Contributes to positive relationships within Department of Finance and ICT service providers.

OTHER

- Maintains and documents procedures and standards relating to the Information Technology (IT) environment within the team.
- Provides out of hours support as required.
- Provides back up support to the systems administrator.
- Adhere to Standard build /Change/Asset Management processes
- Adhere to Incident Management and Service Desk processes
- Ensure security settings are consistent with organisational policy
- Performs other duties as required.

This position applies equal opportunity, occupational safety and health and ethical principles and practices in all aspects of this role whilst assisting in providing a fair, safe, enjoyable and innovative workplace.

Work related requirements

This section outlines the mix of competencies, knowledge, skills and abilities required of an individual in this position. The following is to be read in the context of the preceding sections of this document. The “pre-employment requirements” and “appointment is subject to” sections are mandatory.

Essential:

1. Working knowledge and experience in the installation and maintenance of computer hardware operating systems, application software and mobile devices within an information Communication and Technology customer service delivery environment.
2. Well developed interpersonal, oral and written communication skills, including the ability to develop client relationships to deliver a quality customer service.
3. Proven ability to prioritise, monitor and co-ordinate individual and team workload with minimal supervision to achieve results.
4. Good conceptual and analytical skills including the ability to resolve problems.

Desirable:

5. Possession of or progress towards a relevant tertiary qualification.
6. Knowledge and experience of the Information Communication Technology Services Management Practices (ITIL).

Pre-employment requirements

‘Australian Permanent Residency’; status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.

Appointment is subject to:

100 point identification check; and
Criminal Records Screening clearance

Special equipment/requirements

NIL

Certification

Verified by: *-Karen Merritt-*