



Job Description Service Desk Operator North Regional TAFE Level 2

Position Number:	003022	FTE:	1.0
Division:	Corporate Services	Agreement/Award:	Government Officers, Salaries, Allowances and Conditions Award 1989
Branch:	Information Services		
Location:	Broome Campus or Karratha Campus		Public Service and Government Officers General Agreement 2014 or as replaced

Reporting Relationships

Service Desk Support Officer, Level 3

Other officers reporting to the above office:

Nil

This Office – officers under direct responsibility

Nil

Key Role Statement

The role of the Service Desk Operator is to maintain computer systems and provides technical support for software and hardware. Provides assistance to staff on the use of software and hardware.

Key Responsibilities

- Operate the Service Desk system and provide first point of contact user support ensuring a high level of customer service and communication.
- Provide advice and operational support to all users on operating systems and applications.
- Assist with the support, maintenance, deployment, inventory and licensing of user hardware and software.
- Diagnose and repair hardware and software faults.
- Setup, maintain, deploy and document the Standard Operating Environment (SOE) images and assist with the management of associated infrastructure.
- Travel to remote sites to provide onsite support as required.

Other Duties

- Actively participates in/undertakes projects at a suitable level delegated by management, providing feedback on a regular basis.
 - Maintain currency of knowledge in ICT services and support.
 - Other duties as directed within scope and competence.
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Selection Criteria**Essential**

1. Working experience in the installation, maintenance and support of IT equipment, including desktop computers, laptops, tablets, phones, scanners and printers.
2. Expertise supporting a Windows desktop environment, particularly Windows operating systems, Microsoft Office, Adobe products and various web browsers.
3. Well-developed interpersonal skills and proven ability to work alone and as part of a team with minimal supervision.
4. Strong customer service focus and commitment.
5. 'C' Class Drivers Licence.

Other Requirements

1. May be required to work from any College campus.

CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Business Unit Manager		Managing Director	
Name:		Name:	
Signature:		Signature:	
Date:		Date:	