

JOB DESCRIPTION FORM

ICT Support Services Coordinator (PCO05140), Level 4

Division	Ombudsman	Location	Perth CBD
Branch	Corporate Development	Effective Date	December 2025

The role of the Ombudsman

The Parliamentary Commissioner for Administrative Investigations – more commonly known as the Ombudsman:

- Protects People’s Rights:** we give people a way to ensure they are heard when they feel they’ve been treated unfairly.
- Improves Services and Build Trust in Government:** we can investigate how services are delivered and bring weaknesses to the attention of decision-makers. In doing so, we improve service delivery for all Western Australians.
- Prevents Harm:** through death reviews, investigations and oversight of how organisations respond to allegations of child related harm, we identify opportunities to prevent deaths and strengthen the safety net around children.
- Supports Vulnerable Communities:** we can focus on people who are often overlooked or disadvantaged, ensuring their voices are heard and their needs are considered.

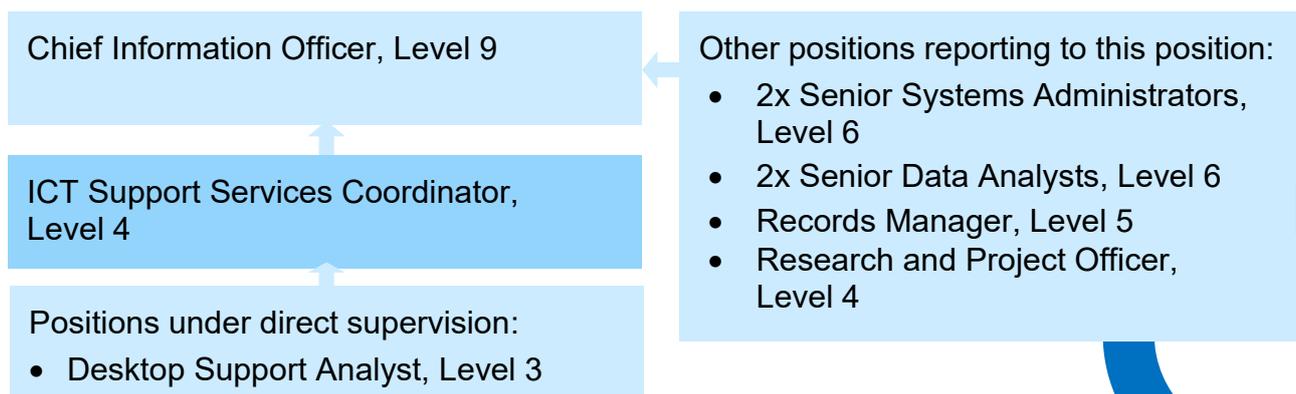
The Ombudsman also undertakes the role of the Energy and Water Ombudsman.

Role of the Position

The ICT Support Services Coordinator is responsible for:

- Providing high-quality, customer-focused ICT application and technical support services.
- Coordinating and leading the IT Service Desk function in accordance with ITIL practices.
- Monitoring, managing and reporting on service performance.

Reporting Relationships



Responsibilities of the position

The ICT Support Services Coordinator is responsible for:

- Overseeing the daily IT Support Desk operations, ensuring efficient triage, resolution, escalations and customer response in alignment with IT Service Management (ITSM) practices.
- Administering the Service Desk system in accordance with ITIL service management, which include asset tracking, stock procurement, contracts, and service requests, allocating and monitoring support tasks to resolver teams to ensure effective customer service management and service availability.
- Supporting the Chief Information Officer in maintaining a high level of customer service and working closely with the systems administration and Infrastructure team to deliver reliable and consistent technology services.
- Identifying opportunities for process and technology improvements and proactively contributing to ongoing continuous improvement initiatives, along with providing guidance, training, and mentoring to provide a consistent customer experience.
- Work plan activities and/or projects under the direction of the Chief Information Officer, contributing to strategic initiatives and operational improvements.

INFORMATION MANAGEMENT

- Develop and maintain ICT system documentation, procedures and implement policies and standards aligned to the industry and government frameworks and policies (e.g. ITIL/ITSM, ISO27001 and The Western Australian Cyber Security Policy).
- Maintain accurate records in the IT service desk and records management systems,
- Monitor, manage and report on service performance levels and contribute to the IT knowledge base to continually improve service delivery.
- Comply with all WA Government policies, information technology requirements and management standards.

COMPUTER NETWORK MANAGEMENT

- Manage the Service Desk in accordance with ITIL best practice, ensuring accurate handling of service requests, incident, problem, and change management processes, asset management, procurements, and contracts.
- Provide Level 1 and Level 2 technical support for desktops, laptops, mobile devices, printers, conferencing services and all other business technology services.
- Provide a proactive service with escalation and request tracking to inform customers with progressive updates and contribute to change management for the commissioning of new services and the management support life cycle.
- Troubleshoot and resolve technical issues across Windows, Microsoft 365, Azure Active Directory, and Intune environments and utilise Microsoft tools for auto-deployments.
- Participate in maintaining the integrity and security of information technology systems for the Office, including desktop and device monitoring, and security and system patching

ASSET MANAGEMENT

- Maintain the replacement and disposal of the Office's IT hardware and software and ensure the asset registers are accurately maintained.
- Management, testing and installation of technology services, hardware and software.

QUALITY CUSTOMER SERVICE DELIVERY

- Provide service desk support services during designated business hours.
- Identify opportunities for process and technology improvements, contributing to continuous improvement initiatives.
- Provide high-quality, timely and responsive customer service for the office computer network and remote working services.

OTHER

- Undertakes other duties as required.

Work related requirements (selection criteria)

The selection panel assesses applications against the work-related requirements of the responsibilities of the position. The panel also takes into account the needs of the office of the Ombudsman and availability of suitable applicants.

ESSENTIAL

- Demonstrated experience working in an IT service delivery environment aligned with ITIL service management principles, managing service requests, incidents, problems, and changes, while ensuring process efficiency, service quality, and customer satisfaction through best practices.
- Strong knowledge of operating systems (e.g., Windows), Microsoft 365, Azure Active Directory, Microsoft Intune management, auto-pilot deployments, and supporting common enterprise applications.
- Well-developed problem-solving skills to effectively and efficiently diagnose and resolve operational IT environment issues and proactively identify opportunities for process improvements.
- Demonstrated strong interpersonal skills with the ability to communicate technical information clearly and effectively to staff at all levels using non-technical language and a proven ability to manage client and team expectations while delivering flexible, responsive support and advice.

The occupant of this position requires a satisfactory criminal record screening clearance (National Police Certificate).

Qualifications (Desirable)

- Possession of or progression towards a relevant tertiary qualification.
- Possession of relevant industry certifications (e.g. ITIL, Microsoft)

Conditions

The position is covered by the *Government Officers Salaries, Allowances and Conditions Award 1989* and the *Public Sector CSA Agreement 2024*.

Flexible working arrangements are available subject to the full functions of the office being completed.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

OMBUDSMAN OR DELEGATE

Title	EXECUTIVE DIRECTOR CORPORATE DEVELOPMENT		
Signature		Date	3 December 2025