



# Service Desk Support Officer

## Position Details

Position Number: 30000527

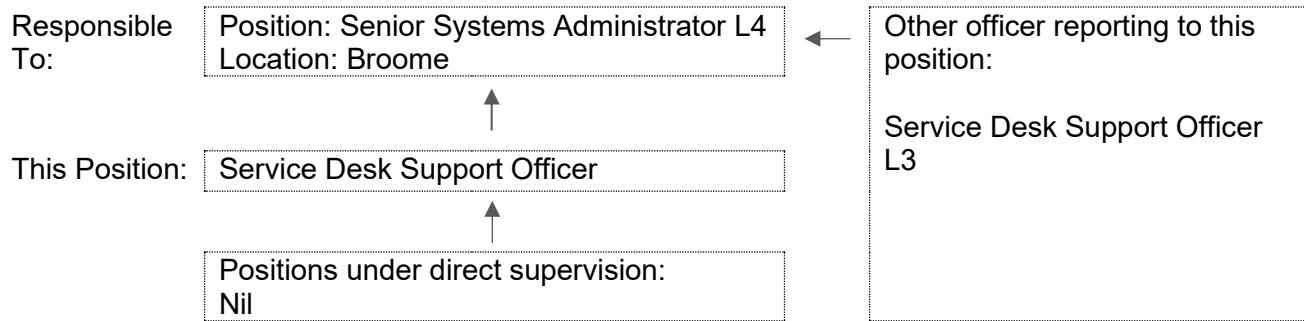
Classification: Level 3

Award/Agreement: Public Service and Government Officers CSA General Agreement 2022

Directorate: Corporate Services

Location: Broome

## Reporting Relationships



## Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities.

All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

## Our Values

The minimum standards reflecting in the NR TAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day to day activities.

NR TAFE is committed to an inclusive, high performance culture that places the needs of the students and the public at the centre of all that we do.





## Position Overview

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.

## Position 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.
- 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.

## Selection Criteria

### Essential:

- Demonstrated ability to manage users in a Microsoft Active Directory environment and experience with installation, maintenance and support of desktop computers, laptops, tablets, phones, scanners and printers in a networked environment.
- Expertise supporting a Windows desktop environment, particularly Windows operating systems, Microsoft Office, Adobe products and various web browsers.
- Well-developed interpersonal skills and proven ability to work alone and as part of a team with minimal supervision.
- Strong customer service focus and commitment.
- 'C' Class Drivers Licence.

## Other Requirements

May be required to work any College Campus

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## Appointment Factors

**Location:** North Regional TAFE Campus

**Accommodation:** Not applicable

**Allowances:** As per Award.

**Travel:** Travel to and work at other campuses or sites will be required as the need arises.

## Special Conditions

### National Police History Check:

All new staff being appointed to North Regional TAFE are required to provide a National Police History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education and Training

### Working With Children Check (WWC):

All new staff appointed to North Regional TAFE in "child-related work" are required to provide a WWC Check prior to commencing duty. If you receive a Negative Notice or an Interim Negative Notice you will be deemed to have repudiated your contract and your employment will cease.

### Current WA 'C' Class Driver's Licence

All new staff being appointed to North Regional TAFE are required to have a current WA 'C' Class Licence as staff will be required to travel between campuses, from time to time. For staff appointed from outside Western Australia, you must apply for a WA driver's licence within three (3) months of becoming a resident of WA.

### Prescribed Legislation and Regulation

As an employee of the Western Australian public sector you have specific obligations to the community of Western Australia and your colleagues. In addition to the prescribed industrial agreement, your employment is governed by the following:

Public Sector Management Act (1994) and Regulations  
Vocational Education and Training Act (1996)  
Public Sector Code of Ethics  
North Regional TAFE's Code of Conduct  
Equal Opportunity Act (1984)  
Work Health and Safety Act (2020)  
Internet Terms and Conditions of Use  
Employee Software and Compliance Statement  
North Regional TAFE policies and procedures

## CERTIFICATION

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

Employee		Delegated Authority	
Name:		Name:	Scott Ryan
Position:		Position:	A/Executive Director Organisational Capability and Performance
Signature		Signature:	
Date:		Date:	26 September 2024