

JOB DESCRIPTION

Service Desk Support Officer

Level:	Level 2
Position Number:	40000096, 40000097
Location:	Geraldton
FTE:	1.00
Division:	Capability, People and Culture
Branch:	Information Services and Technology
Agreement:	Public Sector CSA Agreement 2022 (and subsequent agreement/s)
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The role of the Service Desk Support Officer is to support clients in the use of computer hardware, software and networked peripheral devices across all College campuses. This role is responsible for responding to, and resolving service requests in a timely, efficient customer-focused manner.

POSITION'S RELATIONSHIPS

THIS POSITION REPORTS TO:

Senior Service Desk Support Officer	Geraldton	Level 3
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OTHER POSITIONS REPORTING TO ABOVE POSITION:

Service Desk Support Officer	Geraldton	Level 2
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OFFICERS UNDER DIRECT RESPONSIBILITY:

Nil

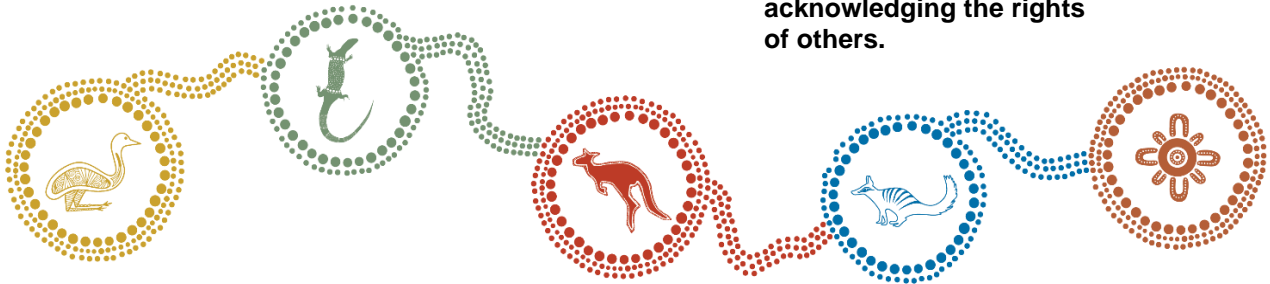
OUR VALUES

INTEGRITY

We are genuine, honest, and apply high ethical standards.

RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Provides a high quality and customer-focused ICT support service to users of the College ensuring that incidents are resolved efficiently, minimising the business impact to the College.
- Assists with the life cycle management of College ICT assets (hardware and software).
- Sets up, maintains, deploys and documents the Standard Operating Environment (SOE) images and assist with the management of associated services.
- Operates the College's Service Desk as directed by the Coordinator Service Desk Support.
- Assists in maintaining the security posture of ICT by adhering to college security guidelines, frameworks and regulatory requirements.
- Maintains detailed records of client interactions, informs users about the process and advises relevant persons of actions taken.
- Travels 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.
- Maintains currency of knowledge in Information Communication Technology (ICT) support.
- Other duties as directed within scope and competence.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- Work experience in the installation, maintenance and support of ICT equipment, including desktop computers, laptops, tablets, phones, MFD's, projectors and printers.
- Expertise in supporting a Microsoft Active Directory desktop environment, including Windows operating systems, Microsoft 365, Adobe products, and various web browsers.
- Well-developed interpersonal, organisational and time management skills and proven ability to work alone and or as part of a team with minimal supervision.
- Strong customer service focus and commitment.

DESIRABLE:

- Nil

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- Possession of a current Working with Children Check.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

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



Joanne Payne
Managing Director

29 April 2024

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP.

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Personal Leadership for this position.

Lead collectively	You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.
Think through complexity	You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.
Dynamically sense the environment	You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
Deliver on high leverage areas	You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
Build capability	You actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of public service	You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.
Lead adaptively	You are continually learning and adjusting your approach to be effective in the changing work environment.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.