



Position Description

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| Position Title: | Service Desk Support Officer | Classification Level: | 3 |
| Position Number: | Generic | Reports to: | Service Desk Team Lead L5 |
| Directorate: | Service and Invest | Supervises: | 0 FTE |
| Branch/Section: | Technology Services / Service Integration | Location: | Perth Metropolitan Area |

Our Values

Empathy
We listen and understand all perspectives and are fair, authentic and compassionate

Clarity
We are clear on our purpose and role, and how we develop, inspire and improve

Accountability
We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect
We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

The Service Desk Support Officer acts as the first point of contact for Information and Technology (I&T) Service Requests and Incidents for the Department of Housing and Works (DHW) and supported agencies. Service Desk Support Officer provides first level service desk support to end users by assisting in defining and resolving incidents and escalating where necessary.

Responsibilities

- Provide first line investigation and diagnosis with prompt escalation to specialist teams as required.
- Provide support for users as defined by all processes including Incident, Request Fulfilment, Problem, Change and Configuration Management, as per Service Desk procedures and working instructions.
- Provide Account Administration services including adding, modifying and removing user accounts in Active Directory and remote access services.
- Install software as per relevant processes.
- Appropriate ticket management using a modern ITSM ensuring all actions are timely and sufficiently recorded. Support Desktop and Asset Management services as required.
- Provide information to the Service Desk Manager on service opportunities and improvements.
- Actively mentor all new Service Desk Support Officers.
- Assist in the creation of Service Desk and end user documentation as required.



- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as required.

Essential Requirements

- Knowledge of Active Directory, personal computers, common business software installations, operating systems, local area and wide area networks.
- Knowledge of ITIL Incident, Request Fulfilment, Problem and Change Management.
- Sound communication, interpersonal skills and the ability to deliver a customer-centric service.

Desirable Requirements

- ITIL Foundations certificate.
- Relevant tertiary qualifications.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.



Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: M. Trbojevic, Human Resources Consultant, March 2026.

Classification Evaluation Date: November 2013