



Job Description Service Desk Coordinator Level 5

Position Number	10000124
Division	Corporate Services
Branch	Information and Technology Services
Location	Perth
FTE	1.0
Agreement/Award	Government Officers Salaries, Allowances and Conditions Award 1989 Public Sector CSA Agreement 2024 or as replaced

Reporting Relationships

[Leading Others](#)

Reporting Relationships

Reports to:

ICT Service Level Manager, Level 6

Direct Reports: 20

Indirect Reports: Nil

Key Role Statement

Coordinates the IT Service support for both customer satisfaction and technical support outcomes across the college through efficient ITSM best practices. This role includes defining and maintaining the IT Service Catalogue, analysing performance and developing processes to ensure customer needs and expectations are met.

Our Values



Respect



Integrity



Student centred



Accountability



Innovation



Professionalism

Our Culture

A Caring Culture is created through the decisions we make, the behaviours we model, and the standards we uphold. We embody the spirit of the public service by acting in the public good, building relationships based on trust, and working in culturally informed ways. At NMTAFE, caring means supporting one another, valuing inclusion, and staying connected to the purpose behind our work.

Our Leadership Expectations

We believe everyone is a leader, whether leading a team, a technical function, or leading themselves. Our people embrace the expected mindsets and behaviours in [Building Leadership Impact](#). We support growth in ways that suit development goals, whether that means excelling in your current role or progressing your career.

Key Responsibilities

Stakeholder relationship management

- Fosters a customer-oriented culture and ensures the provision of timely, and effective responses to all requests for support
- Identifies the communications and relationship needs of stakeholder groups and facilitates open communication and discussion between stakeholders
- Proactively maintains communications/stakeholder engagement strategies within specific business areas
- Develops and promotes the use of self-help support resources

Customer Service support

- Manages the operation of the Service Desk ITSM function, ensuring appropriate availability to meet business demands
- Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels
- Monitors customer service and service desk functions, and collects performance data to assist with the specification, development, research and evaluation of services standards
- Drafts and maintains policy, standards and procedures for the customer service or service desk functions
- Ensures that the catalogue of services that can be requested and that are supported is complete and up-to-date.

Technical Support

- Maintains a high level of technical knowledge to provide ongoing support to team members where required
- Identifies opportunities to add or improve business procedures and technical processes
- Maintains a detailed knowledge library for reference by team members, reviews them regularly for effectiveness and efficiency

Service level management

- Identifies potential service delivery optimisations to improve user experience and reduce costs to delivery
- Establishes and maintains best practice operational methods and procedures.
- Maintains service request and incident records and advises relevant clients of actions taken.
- Contributes to monthly reporting and analytics to demonstrate ticket trends and volumes

Organisational Coordination

- Supervises individuals and teams. Allocates routine tasks. Provides direction, support and guidance as necessary, in line with individuals' skills and abilities. Acts to facilitate effective working relationships between team members.
- Provides support, guidance and suggestions to workgroups and teams to learn collaborative problem solving and improve their team performance. Creates shared responsibilities and sustainable agreements with the team.

Asset management

- Manages and maintains the service compliance of IT and service assets in line with business and regulatory requirements.

Other

- Create a safe and inclusive environment by applying Work Health and Safety laws, Public Sector Standards, and Equal Employment Opportunity principles.
- Contribute to a caring culture by modelling NMTAFE's Values, Code of Conduct, and the Public Sector Code of Ethics in all my decisions and interactions.
- Undertakes other duties as directed.

Selection Criteria

Essential

1	Extensive knowledge of computing technology and peripherals in a complex networked environment, with a proven capacity to coordinate the provision of customer-focused support to all levels of an organisation.
2	Demonstrated understanding of IT Service Management processes, with the ability to analyse and develop processes to achieve a high level of customer satisfaction.
3	Experience with the deployment and delivery of IT services and effective troubleshooting, tuning and continuous improvement of these services in a multi-location environment
4	Well-developed communication and interpersonal skills together with the ability to liaise and collaborate effectively with both internal and external stakeholders at all levels.
5	Demonstrated ability to supervise a team and work as part of a larger group to ensure a constructive and collaborative working environment.
6	A relevant qualification or equivalent experience.

Other Requirements

- May be required to work from any College campus.
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Certification

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

Business Area Director

Name
Date

Delegated Authority

Name Jennie Timms
Date 16 April 2026
