



# Service Desk Officer

<b>Division / Directorate:</b>	Capability and Performance   Technology and Digital Services
<b>Position Number:</b>	10074
<b>Classification:</b>	Level 3
<b>Location:</b>	Perth and other locations as required
<b>Position Type</b>	Permanent - Full Time
<b>Leadership Context:</b>	Personal Leadership
<b>Award/Agreement:</b>	Public Service Award and Public Service and Government Officers CSA General Agreement 2022 or subsequent replacements.

## Position Snapshot

The Service Desk Officer provides customer-focused frontline digital information and technology service desk support to Western Australian Electoral Commission (WAEC) staff, temporary election workers and temporary statutory officers.

The role responds promptly and efficiently by resolving incidents and service requests, maintaining end-user systems, and ensuring reliable access to technology services in line with business needs. This role is customer-focused and contributes to the effective operation of Technology & Digital Services that support Commission business and electoral readiness.

## Our Purpose, Culture and Values

### Safeguarding trust in democracy

The WAEC is entrusted with safeguarding one of the State's most important public assets: trust in democracy. Our team delivers impartial, independent, and secure elections and referenda, maintains the electoral roll, regulates aspects of the electoral framework, and leads civic education and community engagement. We strive for integrity, professionalism, and innovation in everything we do, ensuring every Western Australian can be confident in the fairness and security of their electoral system.



Check Every Box



Focus on Fairness



Achieve Together



Make It Count

## What We Expect of Everyone

WAEC believes leadership is critical to organisational success and that everyone contributes to leadership, culture and performance, regardless of their role.

We use the [Building Leadership Impact \(BLI\)](#) framework to provide a shared understanding of the mindsets and behaviours expected across the Commission and the broader public sector.

For this role, the leadership context is [Personal Leadership](#). In this context, the occupant is expected to demonstrate accountability, collaboration, service focus, adaptability and sound judgement in their day-to-day work and interactions.

## Key Accountabilities

### Systems and customer support

- Provide high-quality, customer-focused support services that minimise disruption to Commission business by resolving incidents and service requests efficiently.
- Respond to requests for assistance in person, by phone and online supporting WAEC equipment, applications and systems.
- Assist with routine user, access and device support activities in a Microsoft environment, under established procedures and escalation pathways, including device and user support activities.
- Set up, configure, and maintain computer equipment, standard operating environments and associated applications.
- Configure and install peripheral devices including printers, scanners, Wi-Fi access points and associated devices.
- Support device rollout and endpoint management using tools such as Microsoft Intune and SCCM, in line with approved configurations and policies.
- Troubleshoot hardware, software and application issues, advise users on appropriate solutions, and escalate matters when required.

### Culture and Safety

- Demonstrates inclusive, values-based personal leadership that embeds integrity, safety, wellbeing and accountability, fostering a respectful and high-performing workplace consistent with work health and safety obligations.

## Election Readiness and Deployment

The Commission operates a whole-of-organisation delivery model, where employees may be temporarily deployed to support election planning and delivery activities as part of ongoing operational readiness when required and as directed by their manager.

Such deployments are a standard operational requirement and do not change an employee's substantive role, job family or classification. Position descriptions are designed

to reflect core responsibilities while enabling flexibility to support election delivery as required.

## Role Impact and Measures of Success

- Provides responsive and reliable digital support services that maintain business continuity and minimise disruption to users.
- Delivers a positive user experience, reflected in strong customer satisfaction feedback and professional, helpful support.
- Supports secure, equipment, software and endpoint environments across the Commission.
- Builds user capability through practical support, training and clear documentation.
- Contributes to effective incident, request and asset management through organised, timely and customer-focused work practices.
- Supports election readiness by helping prepare and maintain infrastructure and services when required.

## Capabilities and Experience

The following capabilities and experience are required to perform this role effectively.

### Essential

- Demonstrated experience delivering responsive, customer-focused service desk or end user computing support, including at least two years working in an information and communication technology support role in a team environment with minimal supervision.
- Demonstrated knowledge and experience in managing accounts and access, and supporting Microsoft Windows devices, peripherals and Microsoft 365 in a corporate or government environment
- Proven problem-solving, negotiation and interpersonal skills, with the ability to build effective working relationships and deliver customer-focused technical support. Clear written communication skills, including the ability to prepare and maintain technical and system documentation for diverse users.
- Well-developed organisational and time-management skills, with the ability to manage competing priorities in a fast-paced environment.

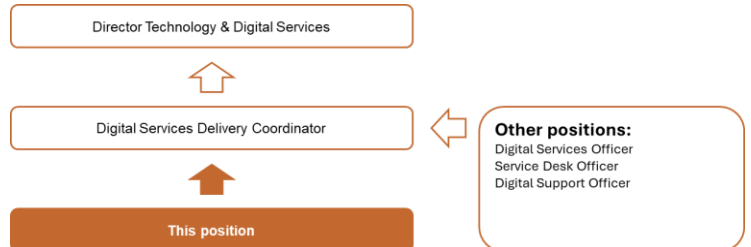
### Desirable

- Relevant tertiary qualification in information technology or a related field.
- Industry certifications, or progress toward them, in relevant areas such as ITIL and CompTIA A+.
- Knowledge of government services environments and exposure to project responsibilities.

## Where This Role Sits and Key Relationships

The Service Desk Officer sits within the Technology & Digital Services business unit and works closely with users, colleagues and external suppliers to provide reliable day-to-day technology support across the Commission.

- Reports to the Digital Service Delivery Coordinator.
- Works alongside other TDS staff to resolve incidents, deploy devices and support corporate systems and infrastructure.
- Liaises with Commission employees and external vendors to support issue resolution, equipment maintenance and service continuity.



The role contributes to a responsive, practical and service-oriented Technology & Digital Services function that supports both everyday operations and the Commission’s broader election readiness requirements.

## Certification

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

Electoral Commissioner

11 June 2026