

**OFFICE OF THE AUDITOR GENERAL
JOB DESCRIPTION FORM**

Our operations and professional relationships are built on the foundation of independence exercised with integrity and objectivity. In achieving our purpose of serving the public interest, we will act in a way that values:

Integrity – We conduct our business in an independent, professional and ethical manner. We apply an open, honest and fair approach to our stakeholders.

Quality – We provide credible work that makes a difference. We take pride in our work and strive to deliver above expectations, using continuous improvement opportunities to improve our efficiency and effectiveness.

Respect – We value the contribution of our people, clients and the community, and encourage a collaborative approach to our work.

Our Office is committed to the highest standards of corporate governance - managing our resources, managing our people and managing our relationships as befits a leader in public sector audit.

Position Title Systems Support Officer		
Effective Date August 2016	Position Number AUD00047	Level Level 4
Program Information Technology	Business Unit Business Services	Salaries Agreement/Award PSGOG Agreement
Reports to Manager, Information Technology	Other positions reporting to Manager Information Technology may include Systems Administrator Service Desk Officer	

Business Services

Provides the Auditor General with the services and strategies necessary to ensure effective communication with Parliament, the community and stakeholders in public sector audit. In addition this Business Unit ensures the human, financial and other resources of the Office are used efficiently and effectively and that management has the information to effectively run the Office.

Enhancing the Relevance and Timeliness of Services

The challenge for Business Services is firstly to support the Auditor General and ensure his Reports and his wider role in the community best address the needs of Parliament and the public for independent information on public sector performance and accountability.

The second challenge is to enhance the relevance, technical quality and timeliness of the Office's products and services.

The policy work of Business Services entails the provision of strategic advice, monitoring and analysing issues and trends, and liaising with key stakeholders in the Office's operations.

Key Challenges for the Information Technology team include:

- Managing the differing priorities of multiple stakeholders
- Supporting change as we strive for greater efficiencies
- Delivering the level of service required to meet Office deadlines
- Managing systems and processes that support the current business demands but are flexible enough to adapt to meet the future needs of the OAG.

Role of this position

- Coordinates and facilitates the delivery of reliable and effective ICT services.
- Provides second-level problem management services.
- Plans, executes and assists with IT related projects designed to enhance service delivery.

Essential qualification/s

1. Relevant tertiary qualification and/or substantial relevant experience

**OFFICE OF THE AUDITOR GENERAL
JOB DESCRIPTION FORM**

Position Title Systems Support Officer	Position Number AUD00047	Level Level 4
Program Information Technology	Business Unit Business Services	Salaries Agreement/Award PSGOG Agreement

RESPONSIBILITIES OF THIS POSITION

SYSTEMS SUPPORT

- Investigates second-level ICT and information system problems, and develops and implements appropriate solutions using established problem and change management processes.
- Evaluates existing and alternative ICT and information systems and makes recommendations on suitability.
- Recommends and maintains standards and policies for configuration and use of ICT and information systems.
- Provides IT project support and manages IT requirements.
- Assists in the development, maintenance and enhancement of network systems to support business activities.

SERVICE DESK COORDINATION

- Coordinates and supports comprehensive Service Desk activities.
- Coordinates the installation, maintenance and modification of ICT and information systems including related system documentation and change records.
- Liaises with internal and external stakeholders ensuring service delivery meets agreed SLAs.
- Monitoring and periodic reporting of Service Desk activities and information system utilisation metrics.

OTHER

- Maintains awareness of technology developments and trends for potential business application.

Undertakes other duties as directed.

OFFICE OF THE AUDITOR GENERAL JOB DESCRIPTION FORM

Position Title Systems Support Officer	Position Number AUD00047	Level Level 4
Program Information Technology	Business Unit Business Services	Salaries Agreement/Award PSGOG Agreement

Essential Capabilities

These reflect the specialist technical and leadership capabilities of the position.

ESSENTIAL - Technical

- Well-developed technical knowledge and experience in a virtualised Microsoft Networking environment. including:
 - server operating system and Active Directory support
 - experience in installing and supporting hardware and software systems.
- Experience of Microsoft desktop operating systems and application software, network infrastructure and security systems.
- Demonstrated record of high quality technical advice and service to customers.

ESSENTIAL - Leadership

Managing operations

- Demonstrates a sense of purpose and direction
- Able to link operational activities to team and Business Unit objectives
- Harnesses information
- Shows judgment, intelligence and common sense

Achieving results

- Contributes to organisational skill and responsiveness
- Utilises professional expertise
- Accepts and implements change
- Delivers intended results

Building productive relationships

- Maintains internal and external relationships
- Facilitates team cooperation
- Values differences and diversity
- Supports and develops people operationally
- Exemplifying personal integrity and self-awareness

Demonstrates public service professionalism and probity

- Identifies risk and proactively responds
- Commits to action
- Displays resilience
- Demonstrates self-awareness and a commitment to personal development

Communicating and influencing effectively

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates persuasively

Head Office location is in Perth CBD.

CERTIFICATION

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

Signature	 Auditor General	Date	...1 September 2016.....
-----------	------------------------------------------------------------------------------------------------------------------------	------	--------------------------