



POSITION DETAILS

Position Title

Desktop Support Officer

Position Number

14238

Classification Level

Level 2

Award/Agreement

Public Service Award 1992 /
Public Service and Government Officers
General Agreement 2017

Division/Directorate

Corporate Services

Branch/Section

Digital and Technology Services

Physical Location

140 William Street, Perth

Effective Date

23/11/2018

Employment Type

Permanent

Full time

REPORTING RELATIONSHIPS

Position reports to

13000 – Service Desk Coordinator – Level 4

Positions reporting to this position

Nil

PURPOSE OF THE POSITION

Provides first level technical support and troubleshooting through the provision of the ICT service-desk. Supports end-users within the office information systems environment, with additional training to users in the use of office information systems.



ABOUT THE DEPARTMENT

The Department of Local Government, Sport and Cultural Industries facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

MISSION

**Enlivened and successful
communities and economy**

VISION

**To facilitate lively communities and
economy and the offering of outstanding
and inclusive sporting and cultural
experiences**

VALUES

**Vision
Excellence
Diversity
Leadership
Integrity**

DLGSC Objectives

- To partner with local government to deliver good governance to community
- To promote participation and achievement in sport, recreation, culture and arts
- To support and grow the cultural industries
- To promote the benefits of cultural diversity and social inclusion
- To provide opportunities in the hospitality sector by reducing red tape on the liquor and gambling industries
- To celebrate Aboriginal culture and preserve history and traditions

DLGSC Approach

We will achieve this by:

- Working collaboratively across other State Government departments
- Creating synergies and find efficiencies in business functions
- Responding proactively to State Government imperatives such as election commitments and stated strategic priorities
- Contributing to the achievement of Government targets
- Community focussed engagement and partnerships

DUTIES OF THE POSITION

This section outlines the results and outcomes required of an individual in this position.

1. CLIENT AND TECHNICAL SUPPORT

- 1.1 Assists and supports departmental users with Information and Communications Technology related problems.
- 1.2 Prepares and maintains software and hardware configuration plans.
- 1.3 Assists and plans, controls and organises resources, tasks and their priority to ensure that projects are delivered on time, within budget and meet clients needs.
- 1.4 Maintains effective communication with project clients and stakeholders.
- 1.5 Provides first level of contact for technical support and incoming communications for Information Technology Services queries. Provide basic troubleshooting and information gathering for a incident.
- 1.6 Updating of paperwork for systems and processes, creation of guides for processes

2. NETWORK ADMINISTRATION

- 2.1 Assists with office network administration functions, including acquisition, installation,
- 2.2 Configuration, systems backup and support of corporate server's security functions.
- 2.3 Maintains registers of all hardware and software problems.
- 2.4 Assists with user-focussed administration duties including user account maintenance and network device configuration.

3. DATABASE ADMINISTRATION

- 3.1 Assists in the responsibility for the availability and integrity of in-house databases.
- 3.2 Assists with monitoring database performance and tunes critical parameters to optimise effectiveness.

4. OTHER

- 4.1 Assists with defining Departmental standards including naming conventions, documentation standards, security, back up and recovery procedures.
- 4.2 Maintains an awareness of developments in the IT industry.
- 4.3 Undertakes other duties as required.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the Department's Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential Pre-employment requirements:

- IBM/compatible personal computers
- Microsoft operating system knowledge
- System Backup Equipment
- LAN Equipment
- 'C' Class drivers licence

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement.

Please note that a criminal record does not necessarily disqualify you for appointment. You will be given the opportunity to discuss the matter fully before a final decision is made.

Applicants should demonstrate their capacity to meet the following criteria, which should be read in conjunction with the specific responsibilities of this role.

Essential

1. Experience in providing end-user desktop, telephone and remote desktop support.
2. Demonstrated ability to communicate openly and effectively, providing good customer focus and building good working relationships.
3. Demonstrated ability to work as part of a small team without close supervision.
4. Demonstrated ability to use initiative to resolve issues and problems work with limited direction and meet deadlines.
5. University or TAFE qualification in the information technology field.
6. Proven experience with a Microsoft environment as well as basic server skills.

Desirable

1. Nil

ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

Special Conditions

- Some out of hours work may be required.
- A current National Police Certificate will be required prior to commencement of employment, as per DSR Police Clearance Policy.



Appointment is subject to:

- 100 point identification check; and
- Criminal Records Screening clearance.

Training:

- Complete induction within three months of commencement;
- Complete any training specific to the role required by Departmental policy; and
- Complete the department’s AEDM within six months of appointment eg. duties required to undertake the role

CERTIFICATION

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

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Corporate Executive Representative Signature

Date (DD/MM/YYYY)

I have read and accept the responsibilities of the Job Description Form.

The position’s duties are to be performed in accordance with the Department’s Code of Conduct.

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Employee Signature

Date (DD/MM/YYYY)

REGISTERED	
DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES	
Initials: VC	Date: 28.11.2018