



JOB DESCRIPTION

Service Desk Operator

Level:	Level 2
Position Number:	40000098
Location:	Kalgoorlie
FTE:	1.0
Division:	Corporate Services
Branch:	Information Services
Agreement:	Public Service and Government Officers CSA General Agreement 2017 or as replaced
Award:	Government Officers' Salaries Allowance and Conditions Award 1989

REPORTING RELATIONSHIPS:

Position title and level this position reports to:

- Level GO4, Senior Service Desk Officer

Other officers reporting to the above position:

- Level GO3, Service Desk Support Officer
- Level GO2, Service Desk Operator x 2

Officers under direct responsibility:

- Nil.
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KEY ROLE STATEMENT:

The role of the Service Desk Operator is to maintain computer systems and provide technical support for software and hardware. Provides assistance to staff on the use of software and hardware.

KEY RESPONSIBILITIES:

Client Support:

- Operate the Service Desk system and provide first point of contact user support ensuring a high level of customer service and communication.
- Provide advice and operational support to all users on operating systems and applications.
- Assist with the support, maintenance, deployment, inventory and licensing of user hardware and software.
- Diagnose and repair hardware and software faults.
- Setup, maintain, deploy and document the Standard Operating Environment (SOE) images and assist with the management of associated infrastructure.
- Travel to remote sites to provide onsite support as required.

Other Duties:

- Actively participates in/undertakes projects at a suitable level delegated by management, providing feedback on a regular basis.
- Maintain currency of knowledge in Information Services (IS) support.
- Other duties as directed within scope and competence.

SELECTION CRITERIA:**Essential:**

- Working experience in the installation, maintenance and support of IT equipment, including desktop computers, laptops, tablets, phones, scanners and printers.
- Expertise supporting a Windows desktop environment, particularly Windows operating systems, Microsoft Office, Adobe products and various web browsers.
- Well-developed interpersonal skills and proven ability to work alone and as part of a team with minimal supervision.
- Strong customer service focus and commitment.

Desirable:

- Nil.

Other Requirements:

- May be required to work from any College campus.
- Possession of a C Class Driver's Licence.

CERTIFICATION:

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



Bill Swetman
Managing Director

9 May 2019