JOB DESCRIPTION FORM
Help Desk Support Officer (CCC0541)
Corporate Services Directorate

POSITION DETAILS

Classification Level: Level 4

Award/Agreement: CCC Industrial Agreement 2013 (or subsequent replacements)

Position Status: Up to 5 year appointment

Organisation Unit: Corporate Services Directorate - Information Services

Responsible To: Assistant Director – Information Technology - Level 8

Direct Report: Nil

ROLE SPECIFIC RESPONSIBILITIES

The Corporate Services Directorate ensures the delivery of high quality corporate support services to the Commission. This includes the effective and efficient delivery of human resources, financial services, information technology services, information and knowledge management, occupational safety and health compliance, and security and facilities services.

The **Help Desk Support Officer** is responsible for providing prompt and efficient service in response to service requests and to support in the delivery of IT systems and network, corporate applications or databases.

- Manages, updates, prioritises and resolves Service Desk requests and escalates to appropriate groups as required.
- Undertakes the day-to-day support of computing desktops, corporate Standard Operating Environments and network peripherals such as Multi-Functional Devices including user access administration and other general IT activities.
- Assists in the daily maintenance of computing infrastructure including servers, networks, security appliances, corporate backups and remote access provision.
- Assists in the evaluation, testing and selection of hardware and software for systems, network, applications or databases.
- Assists in the diagnosis and repair of IT and telecommunications equipment; or the provision of solutions in the use of applications or database to meet customer needs.
- Assists with specialized audiovisual technical set-up and use of telecommunications equipment as needed.
- Undertakes routine reviews of systems, networks and applications to provide management with information relating to the use and health of information systems.
- Proactively engages with customers to assist their productive use of systems, networks, applications or databases; and keep them informed of the status of any projects or tasks affecting their work.
- Liaise with external service providers and contractors to implement innovative solutions or resolve an IT issue.
- Engages with team members and other relevant stakeholders across the Commission to implement technology solutions that support the Commission's business and operational activities.
- Contributes to the development, review and implementation of local and broader organisational policies and procedures, as well as user, technical and other associated documentation as required.

ESSENTIAL CAPABILITY REQUIREMENTS

Five core capabilities form part of the Commission's [Capability and Leadership Framework](#). They define the desired behaviours and capabilities required for successful performance at the Commission. Each capability is supported by a set of behavioural indicators which are accessible from the Commission's [website](#).

Applicants will be assessed on the following essential capability requirements and will need to ensure consideration is given to the behavioural indicators relevant to the classification level and within the context of the advertised role.

Shapes and manages strategy
- Proactively analyses and evaluates information and displays innovative thinking.

Achieves results
- Works independently and collaborates with others to achieve results. Displays a strong work ethic and resilience.

Builds productive relationships
- Builds trust and effectively works with a diverse group of stakeholders.

Exemplifies personal integrity and self awareness
- Displays judgment, initiative and professionalism.
- Continually develops self and others.

Communicates and influences effectively
- Communicates information in a clear manner for the target audience.

Role Specific
- Demonstrated experience in the management and support of desktop SOE, server and network infrastructure in an enterprise Microsoft Windows environment.
- Well-developed conceptual and analytical skills to enable assessment and response to technical problems within a complex organisation.

PRE EMPLOYMENT REQUIREMENTS

To be appointed to the position of **Help Desk Support Officer** you will need to:

- be an Australian citizen or be immediately eligible for Australian Citizenship;
- undergo and maintain stringent security vetting; and
- be available to work outside of normal business hours as required (extended hours or on-call response).

CERTIFICATION

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

Ray Warnes

18 September 2019

| **CHIEF EXECUTIVE** | **Signature** | **Date** |