



Job description

Department of Finance

Corporate Services

Position number 00031125

ICT Support Officer

Position details

Classification/level	3
Award/agreement	PSA
Organisation unit	Support Services Team
Physical location	Perth Metropolitan Area
This role supervises (FTE)	0

Reporting relationships

Supervisor	
Position number	00009173
Position title	Service Delivery Incident Manager
Classification/level	6

Our Values

Our people and our values are at the core of the actions, behaviours and decisions we make and shape everything we do at the Department of Finance.

- Inspiring and Influential
- Passionate and Committed
- Honest and Respectful
- Bold and Innovative

Keyword description

Provide support of the workplace so that Departmental users can perform their normal duties and ensure the Business's outcomes are met. A "workplace" might normally include some or all of the following: PC/Laptop, Office applications and productivity tools, Email, Internet/Intranet, file and print capability, telephony, mobility and remote access capability.

Organisational context

The Department of Finance's vision is driving practical, cost-effective and quality outcomes across government to benefit Western Australians.

The Department of Finance encompasses a variety of businesses:

- Office of the Director General
- Strategic Projects
- Building Management and Works
- Government Procurement
- Office of State Revenue
- Strategy and Coordination
- Corporate Services

This role is positioned within Corporate Services. CS provides the whole of Finance and selected bureau support with essential support services and promotes leading business practices in the areas of Finance, Information and Communications Technology, Governance and Policy, and Human Resource Management including payroll.

Information Communication Technology (ICT)

Cloud based services bring transformational technological changes to an organisation. The successful management of cloud services requires a shift in both mindsets and strategies, processes and partnerships across and outside the organisation.

Organisational resilience and agility require proactive approach, dynamic thinking and cultural change to anticipate and prepare for future disruption.

Further information on Finance business units is available by visiting www.finance.wa.gov.au.

Work description

ICT DEVICE PREPARATION AND CONFIGURATION

- Provision and support of Telephony services.
- Post – delivery preparation, commissioning and testing
- Installation of standard operating systems and software suites.
- Routinely applies security and vulnerability patches to personal computers.
- Delivery of devices to customer locations.
- Perform routine and planned replacements of hardware and software.
- Assist in resolving connectivity issues – including managing network connectivity to approved devices.
- Transfer of software and/or hardware between equipment and or customers.
- Changes and modifications to equipment and software.

RELATIONSHIP MANAGEMENT

- Provide backup phone support to Service Desk as required.
- Respond to and assist in the resolution of hardware and/or software issues being experienced by the customer.
- Support personnel who are on rotation to designated locations.
- Contributes to the development, management and achievement of the Information Communication and Technology team objectives.
- Contributes to positive relationships within Department of Finance and ICT service providers.

OTHER

- Maintains and documents procedures and standards relating to the Information Technology (IT) environment within the team.
- Provides out of hours support as required.
- Adhere to Standard build /Change/Asset Management processes
- Adhere to Incident Management and Service Desk processes
- Ensure security settings are consistent with organisational policy
- Performs other duties as required.
- This position applies equal opportunity, occupational safety and health and ethical principles and practices in all aspects of this role whilst assisting in providing a fair, safe, enjoyable and innovative workplace.

Work related requirements

A clear demonstration of the Department's values is a prerequisite for appointments.

Essential:

- Working knowledge and experience in the installation and maintenance of computer hardware operating systems, application software and mobile devices within an information Communication and Technology customer service delivery environment.
- Well developed interpersonal, oral and written communication skills, including the ability to develop client relationships to deliver a quality customer service.
- Proven ability to prioritise, monitor and co-ordinate individual and team workload with minimal supervision to achieve results.
- Good conceptual and analytical skills including the ability to resolve problems.

Desirable:

- Possession of or progress towards a relevant tertiary qualification.
- Knowledge and experience of the Information Communication Technology Services Management Practices (ITIL).

Pre-employment requirements

Australian Permanent Residency status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.

Appointment is subject to:

100 point identification check; and
Criminal Records Screening clearance

Special equipment/requirements

NIL

Certification

Verified by: *Daniel Paul* HR Consultant