

COMPUTER SUPPORT OFFICER
Position Number: VARIOUS Level: 4
ANZSCO: 313112

JOB DESCRIPTION FORM

THE ROLE

This position is responsible for the efficient and effective delivery of customer focused desktop and mobile services to meet Department of Fire and Emergency Services IT and communications needs.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

- CORPORATE SERVICES**
- INFORMATION AND COMMUNICATIONS TECHNOLOGY**
- CUSTOMER SERVICE & SUPPORT**

THIS ROLE REPORTS TO:

ICT Service Support Coordinator Level 5

POSITIONS THAT REPORT TO THIS ROLE:

Nil

ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Our volunteers are the biggest workforce of our organisation and play an important role in keeping our community safe. DFES recognises the critical role our volunteers play and the positive impact they make to the community. Supported by this extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct, Policies/Procedures and other relevant legislation.

TECHNICAL

- Provides IT desktop, mobile and customer support services to assist DFES personnel in the efficient use of computing, Audio Visual and communication facilities
- Provide support to critical ICT systems within the DFES Operational environment state-wide
- Maintains accurate data and records within the ICT Service Management system and DFES asset register
- Configures, installs, upgrades and maintains ICT hardware and software to conform to DFES standards
- Develops, maintains and supports the DFES standard operating environment
- Contributes to the development and maintenance of DFES library of technical documentation and knowledge base
- Recommends, develops and maintains ICT standards, processes and procedures
- Liaises with service providers and customers to identify and resolve service requests and incidents
- Assists in the design, development and implementation of new DFES Operational and ICT systems and technology
- Contributes to incident and problem management and review processes, identifies opportunities for improvement, and assists with issue rectification and implementation of improvement actions
- Provides ICT instruction and training support to DFES staff
- Assists in the evaluation and testing of equipment and software
- Research and obtain quotes for ICT equipment and non-standard software purchase requests
- Manages and maintains purchasing records, accounts and acquittals

BRANCH

- Participates as a member of the Customer Service & Support Team
- Provides technical input into strategic planning, standards and procedures.

OTHER

- Maintains a current knowledge of the IT industry, especially Microsoft product suites, and provides advice to management and customers on identified ICT issues
- Undertakes intrastate travel (by road or air) for short periods for routine support and attendance at incidents
- Represents the Branch at meetings as required
- Reports all health and safety hazards, near misses and injuries.
- Undertake other duties as required.

CAPABILITIES

PUBLIC SECTOR CAPABILITIES - Employees in this role is required to operate in accordance with the WA Public Sector Capability Profile - Level 4. Refer Appendix 1

TECHNICAL CAPABILITIES – Employees in this position are required to work toward the technical capabilities of this position, aligned with the Skills Framework for the Information Age (SFIA), version 6. Refer Appendix 2.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the Specific Responsibilities and Capabilities of this role.

ESSENTIAL QUALIFICATIONS AND / OR EXPERIENCE *(Evidence of these must be provided prior to commencement)*

1. Possession of a current Western Australian Drivers Licence (C Class minimum) which must remain valid for the duration of employment.
2. Possession of a relevant industry or tertiary qualification or demonstrated active progression towards same
3. Possession of ITIL Foundation for Service Management certification (v3 preferred)

ESSENTIAL CRITERIA

1. Extensive experience supporting mobile and desktop environments (hardware & software) and network infrastructure within a large diverse organisation, primarily a Microsoft networked environment.
2. Proven customer focussed communication and interpersonal skills with both internal customers and external stakeholders.
3. Proven ability to work efficiently within the team and independently, without direct supervision.

DESIRABLE

1. Experience in an emergency services or other 24/7 organisational environment

POSITION INFORMATION

LOCATION: 20 Stockton Bend, COCKBURN, WA 6164

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work during and outside of normal business hours to assist with emergencies.

ADDITIONAL SPECIAL CONDITIONS:

1. Employees in this position are required to participate in a 24/7 on call roster.
2. Employees in this position will be required to attend emergency incidents.
3. Employees in this position will be required to undertake intrastate travel by road or air, normally for short periods.

CERTIFICATION

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

Authorised and signed by:

**DIRECTOR INFORMATION COMMUNICATION &
TECHNOLOGY**

Name: Stuart Walsh

Signature: _____

Date: _____

MANAGER WORKFORCE SERVICES

Name: _____

Signature: _____

Date: _____

JDF REGISTRATION

This Job Description Form (JDF) was registered by

Name: _____

Signature: _____

Title: _____

Date: _____

Appendix 1: Western Australian Government Generic Capability Profiles - Level 4

Group and Capability	Behavioural Indicators
Shapes and manages strategy	<ul style="list-style-type: none">• Understands reasons for decisions and how they are related to their work• Understands the work environment; identifies issues that may impact own achievement and contributes to team planning• Draws on information from a range of sources, uses common sense to analyse what information is important• Anticipates issues that could impact on tasks; identifies risks and uncertainties in procedures and tasks
Achieves results	<ul style="list-style-type: none">• Monitors progress against performance expectations to ensure deadlines are met; communicates outcomes to supervisor• Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position• Works to agreed priorities, outcomes and resources and is responsive to changes in requirements
Builds productive relationships	<ul style="list-style-type: none">• Builds and maintains relationships with team members, other teams, colleagues and clients• Shares information with own team, seeks input from others, contributes to team discussions and ensures others are kept informed• Maintains awareness of personalities, motivations and diverse qualities, treats people with respect and courtesy• Acts on constructive feedback
Exemplifies personal integrity and self-awareness	<ul style="list-style-type: none">• Adheres to the Code of Conduct and behaves in an honest, professional and ethical way• Provides accurate information, checks and confirms accuracy prior to release• Takes responsibility for completion of work and seeks guidance when required; takes initiative to progress work when required• Maintains effective performance in challenging situations• Seeks self development opportunities, willing to learn new approaches, acquire new capabilities and knowledge
Communicates and influences effectively	<ul style="list-style-type: none">• Structures messages clearly and succinctly orally and in writing• Focuses on gaining a clear understanding of others comments by listening and questioning for clarity, checks own views have been understood• Listens to differing ideas to develop an understanding of the issues

Appendix 2: WA Government Skills Framework for the Information Age (SFIA) Alignment

Category and Sub-Category	Level and Code	Level Descriptions
Relationships and Engagement Stakeholder Management	Level 3 CSMG	CUSTOMER SERVICE SUPPORT (CSMG) - Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation
Delivery and Operation Service Operation	Level 3 USUP	INCIDENT MANAGEMENT (USUP) – Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken
Delivery and Operation Service Operation	Level 3 ASUP	APPLICATIONS SUPPORT (ASUP) - Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.
Delivery and Operation Service Operation	Level 3 NTAS	NETWORK SUPPORT (NTAS) - Identifies and resolves network problems following agreed procedures. Uses network management software and tools to collect agreed performance statistics. Carries out agreed network maintenance tasks
Development and Implementation Installation and Integration	Level 3 HSIN	SYSTEMS INSTALLATION / DECOMMISSIONING (HSIN) – Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards