Service Desk Support Officer

Position Details

Position Number:	30000109
Classification:	Level 3
Award/Agreement:	Public Service and Government Officers CSA General Agreement 2019
Directorate:	Corporate Services
Location:	Pundulmurra

Reporting Relationships

Responsible To:	Senior Service Desk Officer L4	Other officer reporting to this position: Service Desk Support Officer L3 x2
	↑	
This Position:	Service Desk Support Officer	
	↑	
	Positions under direct supervision: Nil	

Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities.

All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

Our Values

The minimum standards reflecting in the NR TAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day to day activities.

NR TAFE is committed to an inclusive, high performance culture that places the needs of the students and the public at the centre of all that we do.

Position Overview

The role of the Service Desk Support Officer is to maintain and support clients in the use of computer hardware and software, Unified communication and networked peripheral devices across all College sites. This role is responsible for promptly and efficiently responding to and resolving service requests in a timely and customer-focused manner

Position Responsibilities

Client Support

- Provide a high quality and customer-focused ICT support service to users of the College's systems ensuring that incidents are resolved efficiently and the impact on College business is minimised.
- Prepare, install, configure, modify and maintain computer hardware and SOE.
- Install, configure and maintain network peripheral devices such as MFUs, Printers, Scanners, Smart boards, Video Conference end points and telephony handsets.
- Liaise with staff and suppliers to identify and make recommendations on systems enhancements.
- Liaise with internal and external suppliers to identify and resolve issues and warranty incidents.
- Provide support and training as required for the College deployed hardware and SOE.
- Contributes to the development and maintenance of self-help and user documentation to promote skills, development and a culture of self-learning amongst College staff.
- Operate the College's Service Desk as directed by the Senior Service Desk Officer.
- Assists the Senior Service Desk Officer in the job allocation and tasks for Service Desk Operators.
- Travel to remote sites to provide onsite support as required.
- Update, prioritise and resolve Service Desk requests and escalate to appropriate groups when required.
- Actively participates in/undertakes projects at a suitable level delegated by management, providing feedback on a regular basis.
- Maintain currency of knowledge in ICT services and support.
- Other duties as directed within scope and competence.

Selection Criteria

Essential Criteria

- A minimum of 2 years' experience in an ICT support role including experience with the installation, maintenance and support of desktop computers and peripherals in a Microsoft environment.
- Well-developed communication, negotiation and interpersonal skills with a demonstrated ability to build and foster good working and client relationships; and the ability to work as part of small team with minimal supervision.
- Demonstrated ability and experience managing users in a Microsoft Active Directory environment and experience managing networked computing environments including proficiency with a relevant systems management tool such as SCCM, ZENWORKS, ALTIRIS.
- Well-developed organisational and time-management skills with the ability to priorities work in a demanding environment.
- Current "C" Class General Drivers' Licence

Other Requirements

May be required to work from any College campus

Appointment Factors

Location:	North Regional TAFE Campus
Accommodation:	Not applicable
Allowances:	As per Award.
Travel:	Travel to and work at other campuses or sites will be required as the need arises.

Special Conditions

National Police History Check:

All new staff being appointed to North Regional TAFE are required to provide a National Police History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education and Training

Working With Children Check (WWC):

All new staff appointed to North Regional TAFE in "child-related work" are required to provide a WWC Check prior to commencing duty. If you receive a Negative Notice or an Interim Negative Notice you will be deemed to have repudiated your contract and your employment will cease.

Current WA 'C' Class Driver's Licence

All new staff being appointed to North Regional TAFE are required to have a current WA 'C' Class Licence as staff will be required to travel between campuses, from time to time. For staff appointed from outside Western Australia, you must apply for a WA driver's licence within three (3) months of becoming a resident of WA.

Prescribed Legislation and Regulation

As an employee of the Western Australian public sector you have specific obligations to the community of Western Australia and your colleagues. In addition to the prescribed industrial agreement, your employment is governed by the following:

Public Sector Management Act (1994) and Regulations
Vocational Education and Training Act (1996)
Public Sector Code of Ethics
North Regional TAFE's Code of Conduct
Equal Opportunity Act (1984)
Occupational Safety and Health Act (1984)
Internet Terms and Conditions of Use
Employee Software and Compliance Statement
North Regional TAFE policies and procedures

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

Employee		Managing Director	
Name:		Name:	Kevin Doig
Signature		Signature	
Date:		Date:	9 November 2020