



POSITION DESCRIPTION

Title:	ICT Support Officer	Position number:	00025950	Classification:	Level 4
Direct reports:	Nil	Reporting Manager:	ICT Operations Officer		
Directorate:	Business Information Services	Division:	Business and Corporate Services	Location:	Perth

The Department of Planning, Lands and Heritage is responsible for planning and managing land and heritage for all Western Australians – now and into the future.

Our Values: Integrity – Respect – Collaboration – Professionalism – Innovation
Our Vision: To respect our past – To create opportunities today – To plan our future
Our Purpose: Planning and managing land and heritage for all Western Australians

Position Summary – Role Purpose

Using a forward focus to anticipate change and embrace new technologies this role helps to ensure the Department's work is supported by systems and processes that enhance the way we work, delivering results for Western Australia and exceeding the expectations of our stakeholders.

This role supports the achievement of these deliverables through the provision of highly responsive customer service to ensure desktop support, requirements, outcomes and expectations are met. As an ICT Support Officer, the role is responsible for delivering high customer focused ICT support, collaboration with technical teams, developing and implementing of ICT best practices and creation of knowledge base articles in a multi-site environment.

Role Responsibilities

- Applies expertise and uses initiative to identify and implement new and innovative ways of working by seeking out contemporary ICT practices for maintaining ICT devices and applying these to continuously improve service delivery.
 - Provides highly responsive customer service to ensure ICT requirements, outcomes and expectations are met.
 - Works cooperatively with other team members and contributes to multi-disciplinary projects, learning from others and drawing on own strengths to solve problems and deliver on business and information objectives.
 - Builds and maintains productive working relationships with internal and external stakeholders, showing initiative and a commitment to delivering excellent customer service.
 - Contributes to the delivery of ICT service levels in accordance with Service Level Agreements and contracts.
 - Helps ensure the compliance of ICT services against approved policy, procedures, guidelines and standards.
 - Collaborates with technical teams to develop, implement and improve ICT service delivery capabilities.
 - Acts as a point of escalation for ICT incidents and ensures customer expectations are met.
 - Provides added value to the client experience by addressing requirements and enhancing end-user knowledge and capabilities.
 - Understands, manages and prioritises service requests and incidents in line with operational requirements.
 - Provides comprehensive assistance with ICT on-boarding and off-boarding procedures.
 - Undertakes other duties as required.
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Core behaviours

- Role model sincerity, honesty, transparency and ethical behaviour in all interactions.

- Openly discuss matters to prevent misconduct, and illegal or inappropriate behaviour.
- Recognise the value of diverse qualities and perspectives of others, encourage a range of inputs by showing empathy and kindness, adapt to different working styles and implement methods to ensure all can participate.
- Support and actively drive cooperation within teams and with stakeholders; overcome knowledge sharing and communication challenges within the organisation and across government.
- Identify opportunities to improve service delivery and achieve outcomes by engaging others' expertise and strengths and building partnerships.
- Role model a commitment to always delivering excellent customer service, and identify ways to tailor services to more effectively meet customer needs.
- Examine and reflect on own performance, seek out opportunities to learn new skills and develop strengths.
- Lead in developing new and innovative ways of working by seeking out contemporary practices and applying learning to improve performance.
- Embrace digitisation and identify opportunities for technological advances, planning for disruption to achieve better outcomes.

Competencies outlined in the Public-Sector Capability Profile for Level 4 are applicable to this role i.e. shapes and manages strategy; achieves results; builds productive relationships; exemplifies personal integrity and self-awareness; communicates and influences effectively.

Work Related Requirements

- Experience in deploying ICT hardware and software in a Microsoft-based environment and supporting AV equipment.
- Knowledge of and an ability to use a range of software including IT Service Management (ITSM) tools and Office 365 and Active Directory.
- Demonstrated ability to communicate effectively, both verbal and written, with a range of stakeholders and provide effective customer service.
- High-level time management skills and ability to meet challenging and competing deadlines.
- Demonstrated ability to look beyond the obvious and search for innovative/practical solutions to problems.

Special Requirements

- A National Police Clearance/Criminal Record Screening Check will be completed prior to appointment.
- Pre-employment Conflict of Interest declaration

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.