



Service Desk Support Officer

Position Details

Position Number: 30000527

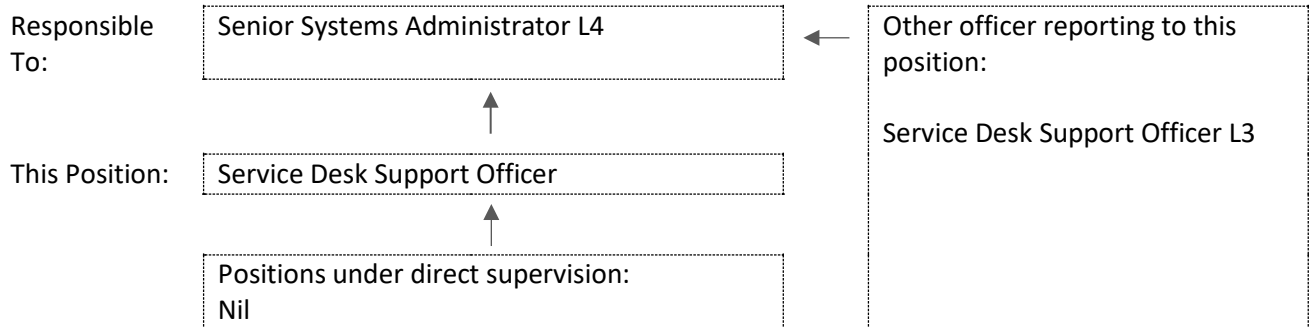
Classification: Level 3

Award/Agreement: Public Service and Government Officers CSA General Agreement 2019

Directorate: Corporate Services

Location: Broome

Reporting Relationships



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

We are committed to an inclusive, high performance culture that places the student at the centre of all that we do.

Employees at NRT must observe and demonstrate the NR TAFE Code of Conduct and Public Sector Commission Code of Ethic values and principles in their day to day activities and behaviour.



NRT VALUES
RESPECT and INTEGRITY through
PROFESSIONALISM and TEAMWORK

“Respect and Integrity through Professionalism and Teamwork”



Position Overview

The role of the Service Desk Operator is to maintain computer systems and provides technical support for software and hardware. Provides assistance to staff on the use of software and hardware.

Position Responsibilities

- Operate the Service Desk system and provide first point of contact user support ensuring a high level of customer service and communication.
- Provide advice and operational support to all users on operating systems and applications.
- Assist with the support, maintenance, deployment, inventory and licensing of user hardware and software.
- Diagnose and repair hardware and software faults.
- Setup, maintain, deploy and document the Standard Operating Environment (SOE) images and assist with the management of associated infrastructure.
- Travel to remote sites to provide onsite support as 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:

- Working experience in the installation, maintenance and support of IT equipment, including desktop computers, laptops, tablets, phones, scanners and printers.
- Expertise supporting a Windows desktop environment, particularly Windows operating systems, Microsoft Office, Adobe products and various web browsers.
- Well-developed interpersonal skills and proven ability to work alone and as part of a team with minimal supervision.
- Strong customer service focus and commitment.
- 'C' Class 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:	12 July 2021