



Senior Service Desk Support Officer

Position Details

Position Number: 30000745

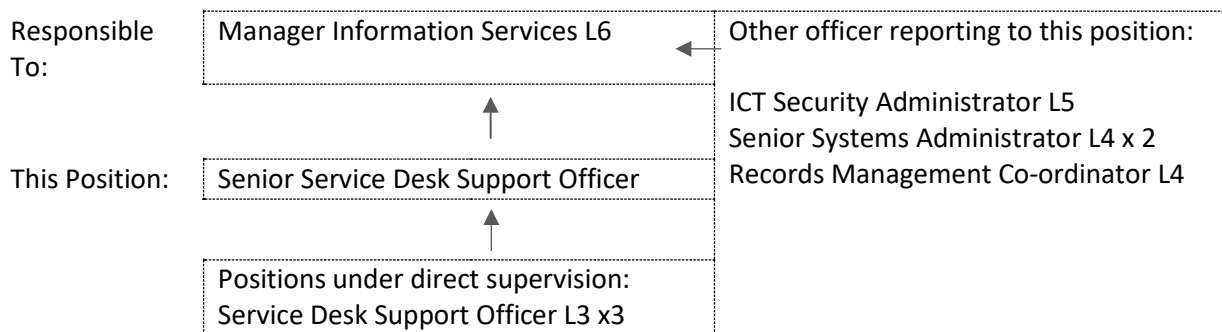
Classification: Level 4

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

Directorate: Corporate Services

Location: Various

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

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

Coordinates and provides quality technical ICT support services for clients. Manages the Service Desk and escalation processes to ensure effective operations of the organisations networked computer systems and communications network. Responsible for SOE development and deployment. Provides ongoing maintenance and support of corporate hardware and software assets. Provides direction, advice and training to Service Desk staff. Manages designated ICT projects.

Position Responsibilities

- Provides quality support services for clients on ICT problems and general IT related issues.
- Advises and assists in the development of IT operational procedures, standards and guidelines.
- Provides effective, efficient and customer-focused service delivery through identifying, diagnosing and resolving customers' technical needs in a responsive manner within agreed timeframes.
- Provide customer service support to ensure effective operations of the organisations networked computer systems and communications network.
- Determine/diagnose and resolve complex hardware and software problems
- Coordinate deployment of hardware for new and replacements PC's, laptops, peripheral devices.
- Responsible for SOE development and deployment.
- Records asset and disposal information in asset system.
- Provides direction, training, advice and mentoring to Service Desk officers regarding Service Desk activities.
- Allocates support tasks to Service Desk staff to ensure effective operations of the organisations networked computer systems, applications and communications network.
- Co-ordinates Service Desk System including assets, purchasing, solutions, contracts, requests. Maintains and updates Service Desk calls in accordance with tasks undertaken as part of the resolution process and escalate to appropriately resolve groups as required.
- Assists in the provision of basic training to clients in the application of IT.
- Special projects under the direction of the Manager Information Services.

Selection Criteria

Essential Criteria

- Knowledge in administering Server environments and experience with operating systems and applications including Microsoft Server, Exchange Server and Active Directory.
- Highly-developed expertise in support and administration of desktop environment operating systems using tools such as SCCM, ZENWORKS, ALTIRIS.
- Well-developed interpersonal skills and proven ability to manage clients and team needs and expectations and provide a flexible, responsive service and advice.
- Well-developed analytical, problem solving and organisational skills.
- Demonstrated leadership skills to deal effectively and efficiently with problems in an operational IT environment.

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		A/Managing Director	
Name:		Name:	Nerida Kickett
Signature		Signature	
Date:		Date:	14 February 2023