

JOB DESCRIPTION

Senior Service Desk Support Officer

Level:	Level 3
Position Number:	40000851
Location:	Kalgoorlie
FTE:	1.0
Division:	Capability, People and Culture
Branch:	Information Services and Technology
Agreement:	Public Sector CSA Agreement 2022 (and subsequent agreement/s)
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The role of the Senior Service Desk Support Officer is to lead a small local team supporting 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'S RELATIONSHIPS

THIS POSITION REPORTS TO:

Coordinator Service Desk Support	Northam	Level 4
----------------------------------	---------	---------

OTHER POSITIONS REPORTING TO ABOVE POSITION:

Senior Service Desk Support Officer	Geraldton	Level 3
Service Desk Support Officer	Northam	Level 2

OFFICERS UNDER DIRECT RESPONSIBILITY:

Service Desk Support Officer	Kalgoorlie	Level 2
------------------------------	------------	---------

OUR VALUES

INTEGRITY

We are genuine, honest, and apply high ethical standards.

RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Provides high quality and customer-focused Information Services (IS) support to users of the College's systems ensuring that incidents are resolved efficiently and the impact on College business is minimised.
- Provides support and training as required for the College deployed hardware and SOE.
- Liaises with staff and suppliers to identify and make recommendations on system enhancements.
- Liaises with internal and external suppliers to identify and resolve issues and warranty incidents.
- Assists with the life cycle management of College ICT assets (hardware and software).
- Prepares, installs, configures, modifies and maintains computer hardware and System Operating Environment (SOE).
- Sets up, maintains, deploys and documents the Standard Operating Environment (SOE) images and assist with the management of associated hardware and services.

- Installs, configures, and maintains network peripheral devices such as Multi-Function Devices (MFD's), printers, projectors, interactive panels, web conferencing, and telephony.
- Leads a small local team and operates the College's Service Desk as directed by the Coordinator Service Desk Support.
- Assists in maintaining the security posture of the ICT network to meet the College security framework and regulatory requirements.
- Assists the Coordinator Service Desk Support with job allocation and tasks for Service Desk Support Officers.
- Updates, prioritises and resolves Service Desk requests with accurate and detailed records, escalating to appropriate groups when required.
- Maintains accurate and detailed records of client interactions, inform users about the process, and advises relevant persons of actions taken.
- Contributes to the development and maintenance of the knowledge base to promote skills development and a culture of self-learning amongst College staff.
- Assists with the support, maintenance, deployment, inventory, and licensing of College hardware and software assets.
- Travels to remote sites to provide onsite support as required.

Other Duties:

- Actively participates in/undertakes projects at a suitable level delegated by management, providing feedback on a regular basis.
- Maintains currency of knowledge in Information Services (IS) and support.
- Other duties as directed within scope and competence.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Leading others and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- A minimum of 2 years' experience in an Information Services (IS) support role including experience with the installation, maintenance and support of desktop computers and peripherals in a Microsoft network environment with proficiency in relevant systems management tools such as MECM.
- 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.
- Well-developed organisational and time-management skills with the ability to prioritise work in a demanding environment.

DESIRABLE:

- Industry Certifications: ITIL, Microsoft

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Will be required to travel to other campuses as directed by IT management.
- Possession of a C or C-A Class Driver's Licence.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

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



Joanne Payne
Managing Director

23 January 2024

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: LEADING OTHERS.

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Leading Others for this position.

Lead collectively	You work proactively to create shared thinking and understanding across your team. You accept responsibility for contributing to the collective strategy of the College and adopt a perspective that embraces all those you lead.
Think through complexity	You think critically and strategically to solve problems and enhance effectiveness across your team.
Dynamically sense the environment	You adapt your approach to changes in the work environment that affect or may impact the ability of your team or work group to deliver outcomes. You seek to understand the root cause of problems by investigating multiple sources of information.
Deliver on high leverage areas	You identify and understand the competing priorities of your work area, prioritising essential tasks and adjusting as appropriate. You assign tasks and delegate appropriately.
Build capability	You contribute to the development of those in your team or work area by understanding their current capabilities and striving to develop them further.
Embody the spirit of public service	You ensure your work practices and those of your team or work area are in accordance with the policies and procedures of the College. You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work.
Lead adaptively	You are continually learning and adapting your personal style and approach to be effective in the changing work environment.

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.