JOB DESCRIPTION

Senior Service Desk Support Officer

Level:	Level 3
Position Number:	40000992
Location:	Northam
FTE:	1.00
Division:	Capability People & Culture
Branch:	Information Services & Technology
Agreement:	Public Sector CSA Agreement 2024 *(and subsequent agreement/s)*
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The Senior Service Desk Support Officer provides guidance to the Service Desk Support Officer team, who support clients in the use of computer hardware and software, unified communication, and networked peripheral devices across all College sites. While this role does not have direct supervisory responsibilities, it is a key position in coordinating team efforts, 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
Senior Service Desk Support Officer	Kalgoorlie	Level 3

OFFICERS UNDER DIRECT RESPONSIBILITY:
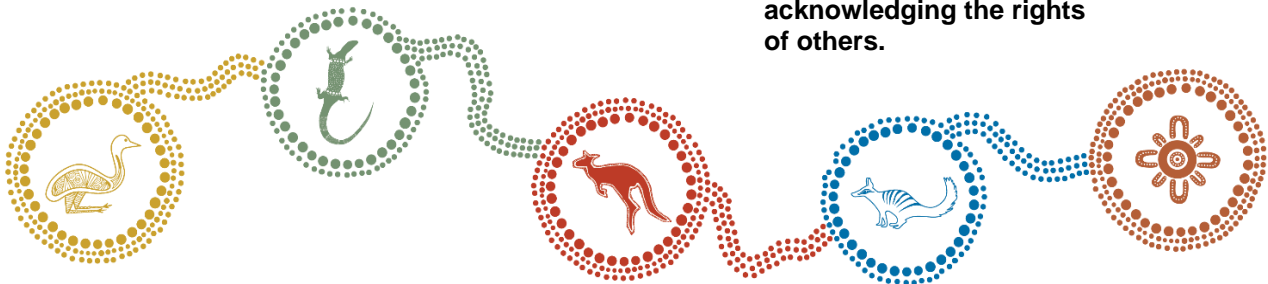
Nil

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.
- Guides the Service Desk Support Officer 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.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership 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.
- 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.

Karen Watts
A/Managing Director

16 May 2025

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: PERSONAL LEADERSHIP

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 Personal Leadership for this position.

Lead collectively	You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.
Think through complexity	You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.
Dynamically sense the environment	You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
Deliver on high leverage areas	You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
Build capability	You actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of public service	You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.
Lead adaptively	You are continually learning and adjusting your 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.