



Position Description

POSITION: Service Desk and Desktop Support Officer

POSITION NO: 2028

DIRECTORATE: Corporate Services

DEPARTMENT: Information Technology Services

LOCATION: Municipal Offices, Footscray

DATE UPDATED: January 2024

ORGANISATIONAL RELATIONSHIPS

Reports to: Service Desk Team Leader

Supervises: Not applicable

Internal Liaisons: Senior staff, teams and staff at all levels from each Directorate of Council

External Liaisons: Software and Information Technology service providers, Information Technology specialists and consultants, telecommunication service providers, user groups, IS professionals in other Councils and organisations.

AWARD CLASSIFICATION: Band 5

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement, there are policies and procedures that apply to your employment. These policies and procedures are formulated by the Council for the efficient and fair administration of employment and other business matters. You must diligently comply with its policies and procedures as amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on the Council.

HOURS OF DUTY: 38 hours per week to be worked between the spread of hours 7.00am to 7.00pm Monday to Friday as directed by IT Services Coordinator Service Desk office opening hours are 8.30am – 5.00pm.

One accrued day off in each 20 day work cycle is available with this position.

The position participates in a rostered system where Service Desk staff provide IT support to Councillors and Management at all Council meetings. Meetings are held after business hours.

POSITION STATUS: Permanent fulltime

Position Description

PRIMARY OBJECTIVES OF POSITION:

Deliver quality levels of desktop support across all branches of the Council in accordance with Service Level Agreements.

DUTIES AND RESPONSIBILITIES

Deliver services in accordance with Service Level Agreements.

Deliver 1st and 2nd level support to internal customers via the Service Desk.

Log and monitor all calls via the Service Desk system and ensure that Service Desk calls are responded to and resolved within the standards as specified in the agreed service levels.

Support all remote site PC's, printers and remote access facilities including Operations Centre, Aquatic Centre, Councillors, branch libraries, MCH nurses and community centres.

Support the various specialist applications across all business units.

Install and maintain the PC fleet, PC operating systems, printers, network components and mobile devices at all sites.

Provide software support for all desktop applications including MS 365, Outlook, Authority and CM9.

Maintain accurate ICT Asset Register.

Maintain knowledge base and user support documentation.

Prepare, coordinate and deliver user training for hardware devices under the guidance of the Service Desk Team Leader.

Maintain the Audio Visual presentation equipment in reliable operating condition and maintain current operating instructions.

Manage the bookings for IT equipment, set up requested equipment and provide user support for onsite bookings.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

Adherence to the Victorian Occupational Health and Safety Act 2004, Council's Occupational Health and Safety Policy and Councils Contractor Health and safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

It is important that employees consider their own safety and the safety of those around them while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.

Be familiar with Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.

Practice and promote Council's Equal Opportunity, Harassment and Bullying principles by treating fellow staff and our customers fairly and equitably and without discrimination, harassment or bullying.



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Promote a positive image of the council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

CORPORATE CULTURE:

Staff at Maribyrnong City Council will be guided in their behaviour and conduct in the delivery of its services by the values listed below:

Respect

This includes the promotion of: inclusiveness, empathy, communication, good will.

Integrity

This includes the promotion of: honesty, loyalty, ethical behaviour, trustworthiness.

Courage

This includes the promotion of: innovation, considered risk, creativity, problem solving, initiative accountability, responsibility.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Service Desk and Desktop Support Officer is accountable for the timely delivery of IT support services to Council Departments as per the Service Level Agreements. The officer is required to adopt a pro-active risk management approach to all Council activities that the incumbent is responsible for and ensure that risks are identified, quantified and controlled and that Council employees, contractors and the community are protected against reasonable loss.

The Officer is accountable for the direct provision of high level customer service and satisfaction in the delivery of technical support to computer system users, and the operation of the Service Desk function that provides accurate and timely information to management on the operation of computer systems and the level of staff support required.

The Officer is also accountable for the currency and accuracy of computer inventory systems and procedure manuals, and promoting a positive image of IT services and systems.

The freedom to act is limited by standards, procedures and guidelines with scope to exercise discretion within these standards and procedures. The Service Desk/Desktop Support Officer has the authority required to meet the objectives of the position within the IT procedural guidelines with close supervision by the Service Desk Team Leader.

JUDGEMENT AND DECISION MAKING

The Service Desk and Desktop Support Officer is expected to prioritise their own daily workload and resolve issues relating to it and complete tasks within agreed timelines and standards. The objectives of the position are well defined and in order for these objectives to be met the incumbent is required to select the appropriate method, process or equipment from a range of alternatives.

Judgement and decisions will be based on the Information Technology Services Department's policies, procedures and guidelines and the incumbent's previous technical experience. A degree of initiative and creativity is required in the resolution of situations not previously encountered.

Guidance and advice is always available from the IT Services Coordinator and Service Desk Team Leader.

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SPECIALIST SKILLS AND KNOWLEDGE

Demonstrated knowledge of Service Desk Support Skills.

Demonstrated knowledge of FreshService Service Desk application desirable.

ITIL Certification required.

Sound knowledge of PC and peripheral hardware.

Knowledge of general network and communication concepts and devices.

Advanced skills in current versions of Microsoft Office and desktop applications.

Knowledge and support skills relating to Microsoft Outlook/Exchange.

Knowledge of Microsoft Windows Desktop and Server operating systems.

Knowledge of network communication devices.

Experience with supporting Civica Authority applications will be highly regarded.

Experience with supporting CM9 will be highly regarded.

Well-developed problem solving and analytical skills consistent with supporting PC's, printers and IT peripheral devices.

Ability to source and understand technical support from independent suppliers.

Ability to demonstrate innovation and flexibility, and adaptability to change.

Understanding of the relevant policies, procedures, goals and objectives of the IT department.

MANAGEMENT SKILLS

Strong time management and organisational skills, including the ability to set priorities and make effective use of resources to achieve specific and set objectives.

Ability to handle a variety of complex tasks concurrently with set deadlines and with minimal supervision.

Understanding of and commitment to the concepts of benchmarking, continuous improvement, best practice and quality assurance.

INTERPERSONAL SKILLS

Well-developed communication skills with an ability to gain cooperation and build strong working relationships, both internally and externally, promoting a positive image of the IT Department and the Council.

Ability to work within a cooperative matrix structure, within an outcome focussed team.

Ability to share information and promote knowledge.

Ability to be able to understand support queries from users with a wide range of competencies and be able to clearly communicate responses in person and by phone.

Ability to focus on customer outcomes.

Ability to develop and deliver training material relating to PC, printer and peripheral usage and support.

Ability to provide feedback and structures that promote improvement.



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Conflict resolution skills to a level to address issues arising from PC and peripheral hardware support.

Ability to prepare written correspondence of a routine nature and reports when required.

QUALIFICATIONS AND EXPERIENCE

Relevant tertiary qualification, Diploma or demonstrated experience in an IT support role.

Demonstrated initiative and drive towards continuous improvement outcomes.

KEY SELECTION CRITERIA

Relevant tertiary qualification, Diploma or demonstrated experience in an IT support role.

Address Specialist Skills and Knowledge section.

Well-developed customer service and communication skills.

Demonstrated initiative and creativity in the resolution of situations.

Well-developed problem solving and analytical skills.

A current Victorian Driver's Licence.

No relevant criminal record found in a police check.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Agreed:Staff Member

Date: