

POSITION DESCRIPTION

ICT Service Desk Officer

POSITION DETAILS

Date of Position Description	June 2023
Position Title	ICT Service Desk Officer
Position Grade	Grade 8
Directorate Business Unit	Finance & Information ICT
Reports to	ICT Service Desk Team Leader
Position Location	126 Church Street, Parramatta NSW 2150
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

As the first point of contact and first escalation point, the ICT Service Desk Officer role is responsible for delivering exceptional customer service to the business for ICT related incidents and requests to support business continuity. The main priority in this position is to develop and maintain appropriate relationships with customers and end users through day-to-day interactions including consistent feedback and communication. This position will triage and focus on first call resolution to incidents and requests with core business applications and end-user devices.

KEY RESPONSIBILITIES

Role Specific

- Deliver a customer service orientated approach to providing support to the business for all initial technology related support including end user equipment and applications support.
- Support will be offered primarily by phone or chat services but will require attendance on an agreed roster at other Council facilities.
- Accurately record customer/call details in the Service Desk portal with meaningful and appropriate commentary. Where appropriate, escalate incidents as set out in relevant procedures, including directly to specialist support teams or vendors, maintain timely communications.
- Ensure that all assigned tasks are completed within the agreed service level agreement and where this is not possible highlighting accordingly.
- High attention to detail, including ensuring that all CoP policies and procedures are always followed.
- Working with other ICT teams to highlight known issues and further develop skills to increase the level of service we are offering.
- Maintaining asset registers to ensure all devices are recorded against the current asset owner for audit reasons.
- Always ensure compliance with the ITIL, ICT Change Management and Cyber Security principles.
- Educate the business on your daily interactions about Cyber awareness and Security.
- Highlighting process improvements to assist the way in which we offer services to our customers.
- Champion ICT change, by working with the Service Delivery and Business Implementation teams at the foundation of projects to ensure you can promote and support the customers through technology changes.
- Assist in the development of knowledge base articles to assist both the ICT teams and the Customer in resolving ICT related incidents.
- Offer technical support to Council Meetings, Briefing Sessions, and Committee meetings to ensure the smooth operations, recording and where relevant streaming of these meetings.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations, and best practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures, and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Communicate effectively to inform and engage all stakeholders.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, Local, State and Federal authorities.
- Actively lead and manage reasonable care of the health and safety of yourself, employees, visitors, contractors, and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council's Policies and Procedures, including Council's Vaccination Policy, as amended from time to time.

KNOWLEDGE

Qualifications

- Tertiary qualifications in computing or ICT or relevant industry experience
- ITIL v3/4 foundations certification

Experience

- 3+ years' experience in customer support in an ICT environment, with a proven track record of achieving objectives.
- 3+ years' experience in supporting large windows desktop environments.
- Demonstrable experience with Azure Active Directory, Exchange Management console, SCCM, M365 including Intune, hardware configuration and installation, Mobile Device Management and ITSM management tools.
- Familiarity with aspects of Council infrastructure, including Azure Active Directory, Microsoft Exchange (M365), IIS, networking.

Skills

- Strong Customer Service and outcome-oriented view
- Contact Centre based remote support experience.
- Ability to perform and understand the basic principles of computer systems including basic networking.
- Understanding of cyber security principles and practices.
- Excellent understanding of technical reporting requirements and service levels skills.
- Exceptional ability to communicate, negotiate, build relationships, and influence others with an engaging approach and technique.
- Well-developed risk management and risk planning skills and ability to apply knowledge in the context of events.
- Analytical approach to interpreting data and communicating insights.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.