

Position Description

Technology Support Officer

March 2024

DETAILS

Team and Department	Service Desk, Information Management and Technology
Division	Corporate Services
Supervisor	Coordinator Service Desk
Direct Reports	N/A
Grade	12
Delegation of Authority	N/A
Budget	N/A
City Plan Directions	All

PURPOSE

1. Provide efficient and effective technology end user support services with a focus on customer experience.
2. Ensure that the technology environment is maintained and fit for purpose.

KEY ACCOUNTABILITIES

1. As a member of the Service Desk team, provide first point of contact and customer support services for any aspect of technology services.
2. Utilising the ITIL framework achieve effective and timely resolution of all incidents, service requests, problems, and access control requests or triage and escalation of tickets to external vendors, other teams or departments as required
3. Utilise the organisation's IT Service Management tool to record all incidents, service requests and resolution actions, with an emphasis on timely and effective communication to customers.
4. Deploy and maintain IT software and hardware assets to end users and ensure accurate records of asset usage are maintained in line with standards and work instructions.
5. Develop and maintain operational documentation, including documentation of systems and processes for internal use and end user guides for staff use.
6. Adhere to IMT Technical Change Management policies and procedures
7. Understand the principles of security as they apply to your work.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Knowledge of IT developed by working in Information Management or Information Technology areas in similar organisations to Council.
2. Knowledge of Service Desk ITIL processes including incident, problem, service request, access and change management and the use of ITSM tools, supported by effective triage, knowledgebase and procedural documentation.
3. Knowledge of end user computing systems based on a Microsoft environment including familiarity with hardware, productivity and application software and the ability to diagnose and resolve incidents and problems with software.
4. Knowledge of networking concepts.
5. Ability to liaising with internal areas of Council and external suppliers to achieve outcomes.
6. Skilled in customer service including the ability to support users of varying technical skill
7. Skilled communicator with an emphasis on training individuals and small groups in their use of technology.
8. Ability to diagnose and resolve technical incidents and problems using problem solving skills.

DESIRABLE

1. Certification in ITIL either V3 or V4 specification
2. Formal qualifications such as a Diploma in Information Technology, Information Management, Records Management or a similar field

PHYSICAL REQUIREMENTS

1. Some manual handling of equipment (up to 20KG maximum) is required - e.g. boxed computer equipment.

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	NO
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	YES
Record keeping responsibilities	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.