

Position Description

Position Title	Service Desk Officer
Position Number	Corporate Services
Directorate	Corporate Information Services
Business Unit/s	Service Desk Lead
Reports to	Level 5/6 – Inside Workforce Agreement
Classification	Service Desk Officer

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling’s core values are:



Reporting Relationships

This position reports to the Service Desk Lead.

Business Unit Objective

To manage the City's Information and Communication Technology.

Position Overview

This position is responsible for the provision of level 1 and 2 front line Service Desk (Help Desk) Incident, Service Request and Problem Management to the City's internal user's base. The position involves managing incidents and ensuring timely resolution of technology-related issues. The position will be required to work rostered hours Monday to Friday to ensure that the Service Desk has support coverage from 8am to 5pm and participate in the roster for afterhours on-call support.

Position Objectives

- Provide initial point of contact for all IT incidents and service requests, delivering both 1st and 2nd line technical support to swiftly resolve issues in accordance with established incident management processes and procedures.
- Maintain a customer-focused approach, using initiative and judgment to investigate and resolve operational IT problems in accordance with service level agreements, and promptly escalate any unresolved issues.
- Contribute towards maintaining a high level of customer service ethos within ICT.
- Liaise with the City's external suppliers on technical matters to solve both hardware and software problems as required.
- Provide face-to-face support, including travelling to the City's remote sites, to determine cause and initiate corrective procedures in alignment with agreed incident management processes and procedures.
- Troubleshoot and resolve problems with end-user computing, applications and operating systems, including but not limited to desktops, software, system security, hardware, mobile, phones, printing, and networking.
- Manage incidents and service requests in the Service Desk system ensuring Logging, categorisation, prioritisation and ensuring users are kept informed of the status. Assist in the investigation and resolution of underlying problems to prevent future incidents.

- Configure systems to manage end-user computing operating systems and mobile devices to deploy operating systems, updates, software, policies, configuration and security settings. Update and install desktop operating systems and other software in line with the City's Standard Operating Environment (SOE).
- Support the implementation of changes to the IT environment, ensure changes are logged and communicated.
- Undertake system testing including preparing and maintaining test systems as required.
- Assist with procurement processes as requested ensuring relevant procurement policies are adhered to.
- Prepare and maintain ICT assets registry, procedure manuals, usage reports and knowledge base articles.
- Promote IT security across CIS and with other business units and staff.
- Participate in the City's out of hours IT support 'On Call' roster, Council and Committee meetings as required.
- Complete any reporting requirements as directed.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
A relevant IT qualification or demonstrated equivalent experience.	Essential
Knowledge, Skills, Experience & Abilities	
Aptitude for the analysis and correction of faults with IT equipment.	Essential
Ability to work independently, show initiative and productively resolve allocated incidents.	Essential
Ability to relate well with users to understand and resolve incidents.	Essential
Operational knowledge of ICT desktop operating systems, devices and peripheral hardware with 'hands-on' experience of configuration and troubleshooting.	Essential
Experience in working in a Service Desk environment with Microsoft Operating Systems and related Microsoft software.	Essential
Experience in installing, supporting and troubleshooting desktop software applications, operating systems, mobile devices, telephones, data/voice communications and PC/laptop/tablet problems.	Essential
Experience in a Service Desk support role with a demonstrated ability to communicate effectively with management and users to determine their issues and to provide IT solutions/resolutions.	Essential
Solid foundational knowledge in ICT security best practice	Essential
Experience in configuring systems to manage end-user computing operating systems and mobile devices to deploy operating systems, updates, software, policies, configuration and security settings.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date	September 2024	Officer Service Lead Technology Services