



## Position Description – Technical Engineer IT Operations

<b>Division</b>	Corporate Services
<b>Portfolio</b>	Information Services
<b>Business Unit</b>	IT Operations
<b>Level</b>	5
<b>Reports To</b>	Coordinator IT Operations
<b>Prescribed Position</b>	No

### Position Objective

To provide advanced technical support to the City of Charles Sturt systems environment through the implementation and maintenance of desktop operating systems, software packages, and the VoIP telephone system and to act as an escalation point for the service desk staff to assist with resolving complex technical problems.

In Coordination with the Senior Technical Engineer Information Services and the Coordinator IT Operations, support the Desktop environment with a focus on:-

- SOE and Intune management
- Deployment management
- End user configuration
- Strategic or innovative enhancements
- Change Control/Change Management
- Delivery of Projects
- Assignment of requests and incidents amongst the service desk staff.
- The management of the Freshservice ITSM tool.

### Key Responsibilities

#### Operational

- Advanced troubleshooting and resolution of single instance and systemic issues which includes but is not limited to:-
  - Perform remedial repairs on computers, laptops, printers, and any other authorised peripheral equipment.
  - Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
  - Provide technical hardware and software advice and support on computing and telecommunications equipment and systems.
- Generate and manage procedural documentation for the IT Operations team.

- Deployment of the Windows SOE to new and existing hardware.
- Support the day-to-day management of Microsoft Intune and related tasks, such as:
  - Management of configuration policies.
  - Basic application packaging and development.
- Lead the management and reporting for hardware and software inventory.
- Coordinate the delivery of the annual Laptop-PC and mobile phone replacement projects.
- Manage resources, contacts, and customers to complete assigned IT Operations projects.
- Assist with continuous improvement of the CCS SOE and related systems.
- Liaise with external vendors as required to resolve issues with hardware or software relating to the desktop environment.
- Manage and maintain excellent vendor relationships for IT Operations, from initial engagement through to delivery of new systems.
- Ensure vendors complete work, acting as an escalation point for vendors and reporting to IT Operations vendor execution outcomes.
- Lead the support to the Council of the MS Teams UCS telephony system, managing the ongoing vendor relationship.
- Assist the management of end-user environment configuration, including:
  - Active Directory staff accounts
  - End-user targeted group policies
  - End-user targeted Active Directory groups
  - Updating and maintaining AppLocker rules
- Assist the Coordinator IT Operations to assign work to the Technical Engineers at the Service Desk and ensure work is completed in a timely manner and to a high standard.
- Act as a mentor, escalation point, and problem-solving support to the Service Desk staff.
- Support the Senior Technical Engineer Information Services to design, build, implement, maintain, and provide ongoing or induction training for users on systems in areas of expertise.
- Liaise with managers, supervisors, and employees to analyse requirements and provide support and advice.
- Contribute to projects and where appropriate act as technical lead or manage sub-projects when required.
- Participate in customer experience improvement programs and actively deliver through Service Desk call responses and project work.

#### **General**

- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that is effortless, delivered with care, and exceeds our customers' expectations.
- Implement and monitor the organisation's Work Health and Safety and injury management, policies, procedures, and programs in the relevant work area to achieve and maintain work health, safety, and injury management standards.

- Implement, maintain, and evaluate risk management within the area of responsibility in accordance with the City of Charles Sturt Risk management Framework. Ensure that a risk aware culture is developed amongst employees.
- Promote and maintain a child safe environment and act as per the Council's Children and Vulnerable Persons Policy.

## **Selection Criteria**

### **Skills**

- Strong capability in resolving technical issues relating to hardware, operating systems and software.
- Able to prioritise tasks based on ensuring the best customer service outcomes.
- Strong problem solving and decision-making skills.
- Able to communicate across all levels of the organisation, and in all portfolios.
- Ability to provide feedback to other staff.
- Shows adaptability in thinking and can learn quickly to grasp and translate new concepts or skills in modern technologies.
- Technical capability to accept escalations and see them through to resolution.
- Maintenance of a positive attitude and ability to generate confidence.
- Ability to conduct research and effectively transfer knowledge.
- Ability to work well in a team environment and further promote the IS team concept.
- Sound project management skills.

### **Knowledge**

- Proven experience with Internet technologies, communications protocols, network architecture, and supporting equipment.
- Proven experience in systems implementation and integration in corporate environments.
- Proven experience with communications protocols and network architecture and supporting equipment, i.e. switches, and routers.
- Proven experience of the wider aspects of Information Technology and Telecommunications including the impact on a corporate environment.
- Proven experience with software distribution technologies.
- Proven experience with Microsoft unified communication technologies including VoIP.
- Knowledge of current platform, hosting, and gateway technologies (e.g. AWS, Microsoft Entra ID).
- Knowledge of Microsoft 365 and Microsoft Intune.

## Experience

- Extensive experience working with integrated applications in a commercial or local government environment.
- Extensive experience in implementation and support of hardware and software packages on a large scale.
- Extensive experience in the support of corporate LAN and WAN networks and desktop/mobile device environments.
- Experience in the packaging and deployment of software and application delivery across a corporate network.
- Extensive experience with telecommunication services and related infrastructure.

## Qualifications & Requirements

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|--|-----------|
| • Microsoft Certified Systems Engineer or equivalent experience.                       | Essential |
| • Training in the specialised software and hardware aspects of Information Technology. | Essential |
| • Training in network and client administration.                                       | Desired   |
| • Qualification in Project Management  | Desired   |
| • ITIL certification   | Desired   |