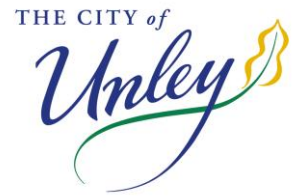# POSITION DESCRIPTION
CORPORATION OF THE CITY OF UNLEY

1.   JOB IDENTIFICATION:

Title of Position: **IT SERVICE DESK OFFICER**

Business Unit: **BUSINESS SYSTEMS & SOLUTIONS**

Reports to: **TEAM LEADER TECHNOLOGY SERVICES**

Classification: **MOA 2**

2.   POSITION OBJECTIVES:

- Act as the first point of contact for all IT-related queries and incidents.
- Provide technical support for hardware, software, and network-related issues.
- Troubleshoot and resolve issues or escalate them to the appropriate team as necessary.
- Deliver high-quality, customer-focused support to internal users.
- Communicate effectively with users, ensuring they are informed of issue status and resolution progress.

3.   KEY RESPONSIBILITIES:

System and Application Support
- Support council-specific applications and systems, including email, collaboration tools, and business systems.
- Assist with user account management, including creating, updating, and disabling accounts.

Incident and Request Management
- Log and track incidents and service requests in the IT Service Management system.
- Prioritize and manage workload to meet agreed service levels.
- Provide regular updates to users on the progress of their requests.

IT Asset Management
- Assist in maintaining an accurate inventory of IT assets, including hardware and software licenses.
- Ensure proper documentation and tracking of asset movements.

User Training and Documentation
- Provide basic training and guidance to users on IT systems and tools.
- Develop and maintain user guides and support documentation.

Security and Compliance
- Adhere to IT security policies and procedures.
- Report security incidents and vulnerabilities in accordance with council protocols.

Continuous Improvement
- Identify opportunities to improve IT service delivery and user experience.
- Participate in team meetings and contribute to process improvements.
- Perform other duties as required in accordance with capabilities and technical knowledge.

Key Relationships
Internal: Council staff, IT team members, department managers.
External: IT vendors, service providers, and consultants.

Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:
- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

EQUAL OPPORTUNITY EMPLOYMENT
Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES

THE CITY of
Unley

PURSUE EXCELLENCE
WE STRIVE FOR THE BEST
IN ALL THAT WE DO

Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results

ACHIEVE TOGETHER
WE WORK TOGETHER
TO DELIVER RESULTS

Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together

DEMONSTRATE INTEGRITY
WE DO THE RIGHT THING
AT ALL TIMES

Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging

COMMUNITY FOCUSED
WE DELIVER FOR
OUR COMMUNITY

Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community

BE PROGRESSIVE
WE THINK OUTSIDE THE BOX
TO INNOVATE AND IMPROVE

Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

4. PERFORMANCE AND SKILL REQUIREMENTS:
a) Qualifications/Experience

Essential
- A tertiary qualification in Information Technology or relevant industry experience.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Proven experience in an IT Service Desk or similar technical support role.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Desirable
- Current ITIL certification.
- Current Microsoft Certified IT Professional (MCITP) certification.
- Experience in a local government or public sector environment.

b) Knowledge

Essential
- Strong knowledge of Windows operating systems, Microsoft Office 365, and common desktop applications.
- Experience with IT Service Management (ITSM) tools.
- Comprehensive knowledge and experience managing the Microsoft desktop environment, in particular Windows 10, Office 365, Active Directory and Group Policy.
- Knowledge and experience completing first level incidents and requests in an Office 365 hybrid environment.
- Knowledge and experience in supporting Council corporate applications.
- Hands-on hardware troubleshooting knowledge and experience.

Desirable
- Knowledge of Freshservice Service Desk and Confluence.
- Knowledge in the following systems:
  - TechnologyOne Financials, Enterprise Asset Management and ECM
  - Infor Pathway
  - Chris21 and HR21
  - Geographical Information Systems (GIS)
  - Windows 11
  - Windows Server 2012 or higher
  - SharePoint
  - Office 365 and Exchange Online
  - Skype for Business and Microsoft Teams
  - SCCM and MDT
  - Microsoft Intune and Autopilot
- PowerShell scripting
- SQL script authoring

c) Skills
Essential

- Excellent troubleshooting and problem-solving skills.
- Strong communication and customer service skills.
- Ability to prioritize and manage multiple tasks effectively.
- Exceptional written and oral communication skills.
- Exceptional interpersonal and communication skills, with a focus on relationship building and supportive assistance.
- Display initiative and judgement to identify any major issues that require escalation.
- Highly self-motivated and directed.
- Demonstrated ability to set priorities and manage time in the planning and organising of work, working as part of a team, and meeting deadlines.
- Demonstrated values of service, trust, accountability, respect and a commitment to quality and continuous improvement principles.

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: ....   Date: ....

Manager: ....   Date: ....