## POSITION DESCRIPTION
# IT SERVICE DESK COORDINATOR

### Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

### Our Goals

| Thriving Community | Prosperous Economy | Clean And Green City | Places For People |
|---|---|---|---|
| *A City where people have the opportunity to connect and flourish* | *A City with a thriving economy that enriches its local community* | *A City that values its natural environment* | *An accessible City where people love to be* |

### Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

### We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

### Our Organisational Values

**Make a Difference**
We serve our community well

- Deliver public good
- Improve the quality of people's lives
- Community focussed
- Deliver Council's City Plan

**Grow & Improve**
We improve our work everyday

- Innovate
- Continuously improve
- Problem solve
- Adapt & change
- Engage the community
- Shape the future

**Better Together**
We collaborate & create to deliver meaningful outcomes

- Trust, honesty, integrity
- Care & support each other
- Work as a team
- We celebrate success
- We are accountable
- Open communication

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**The position is:**

| | |
|---|---|
| **Position Title** | **IT Service Desk Coordinator** |
| **Department & Section** | **Corporate Services – Information Technology** |
| **Team** | **IT Service Delivery** |
| **Reporting to** | **IT Service Delivery Lead** |
| **Positions Reporting to it** | **IT Operations Officer**<br>**IT Operations Support Officers** |
| **Classification and Stream** | **MOA Level 5** |

| **Position Number** | **3121** | **Prescribed Position:** | YES ☐ | NO ☒ |
|---|---|---|---|---|

**How does this position contribute to our community?**
- Supports the integrity and availability of Council's information technology systems.
- Contributes to the efficient day to day running of Council.
- Provides excellent customer service to all stakeholders.

**What does the position do?**
- Coordinates the service desk function and team through supervision, coaching and mentoring, and fostering a collaborative and efficient work environment.
- Provides advice, support and assistance with matters related to the service desk function.
- Develops incident management processes and service level agreements, ensuring compliance.
- Works as the service desk specialist, overseeing the handling and resolution of escalated or complex IT incidents, including providing hands on assistance where required.
- Monitors and analyses service desk metrics and provides regular reports detailing service desk performance, challenges, and provide recommendations for areas of improvement for senior management.
- Identifies areas for process optimisation and implements strategies to enhance service quality and efficiency.
- Fosters a culture of continuous learning by supporting and encouraging team members to upskill.
- Project manages small to medium IT projects.
- Ensures the regular updating of the knowledge base, so that solutions and procedures are well-documented, accessible, and promoted.
- Carries out maintenance and enhancements of the service desk systems in a timely and efficient manner.
- Ensures IT assets are accounted for, deployed, maintained, upgraded, and disposed of in a manner that achieves the best value at an acceptable risk.
- Champions a customer-centric approach within the team, emphasising courteous communication, empathy, and proactive problem-solving.
- Other reasonable duties as required

**What outcomes does the position deliver?**
- Streamlined handling and timely resolution of IT incidents, minimising disruption to end-users and business operations.
- Enhanced service desk team productivity and morale through effective leadership, training, and resource allocation.

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- Identification and implementation of service enhancements, ensuring the continuous evolution of support processes based on user feedback, best practice, and performance metrics.
- Assurance that the service desk operations align with broader IT and Council goals including cross council collaboration.
- Consistent, quality service level agreements, fostering trust and satisfaction among end-users and stakeholders.
- Create, maintain, and promote a robust knowledge base that empowers support staff and end-users with easily accessible solutions and information.

**The behaviours we expect the position to contribute to our workplace are:**
- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships
- Sound problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts

**Qualifications for the position**
- A qualification in ITIL or related discipline is essential.
- A qualification in project management or equivalent experience will be highly regarded.
- Current drivers' licence is essential

**Experience**
- Hands-on technical experience, with at least three years' experience in a service desk or IT support role troubleshooting technical issues across various platforms and systems.
- Experience with Microsoft Windows servers & associated tools, Azure Active Directory, Microsoft Office environments including M365, server & network hardware, VMware, MECM/SCCM, Intune, and Crowdstrike will be highly regarded.
- Experience in managing or participating in IT projects, such as the rollout of new tools, migration of systems, or implementation of new processes.
- Experience liaising with vendors, including negotiating contracts, handling support agreements, and evaluating solutions.
- Experience in identifying process inefficiencies and implementing improvements, with a track record of driving positive change.
- Experience in creating, maintaining, and promoting knowledge base articles, documentation, or training materials.
- Familiarity with common service desk tools and software, such as ticketing systems, remote support tools, and IT asset management solutions. Experience with Fresh Service will be highly regarded.
- Experience with operating in a local government environment and the commonly used IT systems and processes will be highly regarded.

**Knowledge**
- Knowledge of:
  - ITSM frameworks, preferably ITIL, and best practices in incident management, problem management, change management, etc.

- o Using and managing ticketing systems, remote support tools, and IT asset management solutions.
  - o Network configurations, protocols, and troubleshooting techniques.
  - o Microsoft and other server operating systems and databases, Azure Active Directory, and configuration for the Microsoft Modern Office environment.
  - o Corporate computer hardware, peripherals, and mobile devices.
- Working knowledge of:
  - o Network security practices, including firewall management, intrusion detection/prevention, and secure network design principles.
  - o Diagnostic and problem solving processes to resolve complex technical issues and operational challenges.

**Information Management/Cyber Security**
- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

**Child and Vulnerable People Safe Environment**
- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

**Procurement and Contract Management**
- Responsible for complying with Councils procurement policy and processes
- Proficient in the application and requirements of procurement within a Local Government context
- Requirement to undertake regular training regarding procurement and contract management activities

**Our Safety and Return to Work Commitments**

All Employees
- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____

**Position Title** – IT Service Desk Coordinator – June 2025