CROSSRIVERRAIL

Position Description – Information Technology Support Officer

POSITION DETAILS

Position Title: Information Technology Support Officer	**D Reports to (Title)**: ICT Manager
Location: Brisbane	**Salary Banding**: AO4

THE CROSS RIVER RAIL PROJECT

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD that will unlock a bottleneck at the core of the rail network and will transform the way we travel across the whole of Southeast Queensland.

It will include four new underground stations – at Albert Street, Boggo Road, Roma Street and Woolloongabba - through the middle of Brisbane, provide new above-ground stations at the RNA Showgrounds and Dutton Park, upgrade six stations between Fairfield and Salisbury, deliver three new stations on the Gold Coast and introduce a new world-class signaling system to the wider SEQ rail network.

Once Cross River Rail is operational, journeys will be quicker, stations will be in more convenient locations and there will be capacity to increase train services as our population grows. Making public transport a more viable option for the whole region and helping to ease congestion on our roads.

Further Information: www.crossriverrail.qld.gov.au

OUR VALUES & BEHAVIOURS

WE COLLABORATE
- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curios, asking questions to understand.
- We work through issues together and help each

WE INNOVATE
- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks

WE DELIVER
- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits in to the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review

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ROLE OVERVIEW

Reporting to the ICT Manager, the Information Technology Support Officer will contribute to the delivery of high-quality services to support corporate staff to troubleshoot, diagnosis and resolve IT system issues. The roles includes deployment of IT infrastructure, hardware and software. This role has a direct impact on our customers' satisfaction and is a key enabler to ensure technology is available and ready for the use of all our employees to meet operational and organisational requirements.

KEY RESPONSIBILITIES

- Provide effective and efficient IT support to the Delivery Authority using a suite of programs and technologies.

- Provide timely support to customers by conducting thorough investigation and diagnosis of incidents and provide remedial action to ensure customer satisfaction, high-quality service and meet SLA requirements.

- Monitor and proactively action ITSM tool queues, escalate issues when required, and maintain customer communications regarding the progress of jobs to ensure quality, responsive and appropriate customer services.

- Provide verbal and written advice to managers and customers regarding technology issues and educate the end user with the objective of proposing solutions and reducing recurring calls.

- Use inventory management tools to track and maintain IT assets.

- Establish and maintain good working relationships with staff and external IT partners and providers to ensure customer needs are met.

- Create and maintain knowledge articles for resolving common technical issues and knowledge sharing.

- Actively contribute towards IM&T projects and participate in the identification and development of potential solutions to technical problems and issues faced by the Delivery Authority.

- To work in accordance with the Delivery Authority safety requirements and be consistent with our values and behaviours.

- Work outside business hours on weekends and public holidays may be required.

KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

- Knowledge of IT service management (ITSM) principles, including incident and request management.

- Technical Expertise: Demonstrated experience in providing IT support across a variety of platforms, systems, and applications.

- Problem Solving: Strong troubleshooting and problem-solving skills, with the ability to diagnose and resolve technical issues effectively.

- Communication: Excellent communication and customer service skills, with the ability to interact effectively with a diverse user base.

- Security Awareness: Understanding of IT security principles and best practices.

- Adaptability: Ability to learn new technologies and adapt to changing IT environments.

- Teamwork: Collaborative approach to working with internal teams and external service providers.

QUALIFICATIONS & REQUIREMENTS

- Demonstrated experience in IT support, system administration, or a similar role.

- Certifications in such fields as ITIL, Microsoft, or Cisco (desirable but not mandatory).

- Strong troubleshooting and problem-solving skills.

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- Experience with cloud services, networking, and cybersecurity best practices.

Highly Desirable

- o Microsoft Windows 10/11 Professional
- o Microsoft Office 365
- o Mac OS
- o Apple iOS
- o Mobile devices: iPads, smartphones

Desirable

- o Azure Active Directory
- o ITSM tools such as Jira Service Management
- o Windows PowerShell

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