

SENIOR TECHNOLOGY SERVICE DESK OFFICER

Position Level: L4

Location: Dampier

Effective Date: Se

Responsibilities

The Senior Technology Service Desk Officer is responsible for:

- The effective provision of level 1 and 2 ICT support services across Pilbara Ports.
- The position is also responsible for coordinating business applications, ICT, procurement and asset management.

Reporting

The Senior Technology Service Desk Officer reports to the Technology Service Desk and CGR Superintendent.

Accountabilities

Result Area	Major Activities
1. Integrated Management Systems:	<ul style="list-style-type: none"> • Develop and oversee the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements. • Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security.
2. ICT Service Desk support:	<ul style="list-style-type: none"> • Provide level 1 and level 2 support to Pilbara Ports employees, external clients and stakeholders. • Provide user administration and support in Active Directory, Exchange, Office 365, Citrix and other ICT infrastructure applications. • Provide support to users with rectification of faults, trouble shooting of office equipment, multifunctional devices, video conferencing, mobile computing (i.e. iPhone) and desk phones to resolve system, workstation and network problems. • Undertake standard operating environment management including packaging, testing, deploying applications and workstation patching. • Provide level 1 and level 2 support for Microsoft operating systems, office applications, deployment of hardware and software requests using the ICT Service Desk tools. • Configure, install, monitor, and support the ICT environment by applying high level technical expertise. • Prepare, coordinate, and deliver ICT user inductions and training.
3. ICT Asset Management and Procurement:	<ul style="list-style-type: none"> • Maintain records and databases to effectively manage hardware and software licenses, assets, asset disposal, warranties, and service agreements. • Procure ICT assets in line with Pilbara Ports' procurement processes, including hardware, software, and licence renewals. • Make recommendations regarding hardware and software purchases to the ICT Service Desk & GRC Superintendent. • Ensure any vulnerabilities and threats posed to Pilbara Ports assets are reported to management and logged in the ICT register in a timely manner.
4. Business Systems	<ul style="list-style-type: none"> • Provide level 1 and level 2 applications support for business systems.

Support:	<ul style="list-style-type: none"> • Carry out essential maintenance and equipment installations as required. • Liaise with vendors to report and escalate faults. • Work closely with the infrastructure team on project implementation and initiatives.
5. Other Duties:	<ul style="list-style-type: none"> • Provide afterhours ICT support across the organisation as requested. • Other work as directed by the ICT Service Desk & GRC Superintendent.

Selection Criteria

Qualifications:

Recognised industry certification / diploma or degree in ICT from a recognised tertiary institution.

Personal Attributes:

- Exhibit behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity and Care.
- Demonstrate commitment to an inclusive work culture that encourages diversity.
- Embrace new technologies to encourage innovation, leading to the improvement of current practices.
- A team player who participates in and encourages a strong customer service orientated culture.
- A focus on outcomes for the organisation rather than individual success.

Work Related Requirements:

- Demonstrated success troubleshooting level 1 and level 2 requests across Windows 11 and Microsoft Office 365.
- Knowledge and experience in VMware, Networking and Microsoft server technologies Well-developed understanding of Information Technology and IT asset manufacturers and products including Microsoft technologies, Apple devices and Dell hardware.
- Strong verbal and written communication skills with experience providing helpdesk support across geographically dispersed offices and teams.
- Ability to work autonomously, use initiative and prioritise numerous tasks.
- Highly developed customer service skills with experience operating in a client focussed service provider environment.
- Experience creating clean, accurate and concise data reports.

Sound computing skills, as well as the ability to gain a Maritime Security Identification Card, and WA Driver's License are prerequisites for positions with Pilbara Ports.