

TECHNOLOGY SERVICE DESK SUPERINTENDENT

Position Level: L6

Location: Dampier

Effective Date: May 2026

Responsibilities

The Technology Service Desk Superintendent is responsible for leading the Level 1 and Level 2 Service Desk team delivering Desktop and Enterprise Application support, with a strong focus on customer experience, continuous improvement, and service performance.

Reporting

The Technology Service Desk Superintendent reports to the Technology Operations Manager.

Accountabilities

Result Area	Major Activities
1. Safety and People:	<ul style="list-style-type: none"> • Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others. • Identify actions and changes leading to continuous improvement of safe work environments; both physically and psychologically. • Lead and implement practices that improve safety and inclusion as outlined in the Leadership Capability Framework.
2. 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.
3. Management and Supervision:	<ul style="list-style-type: none"> • Lead, coach, and roster a team of Level 1 and Level 2 technicians to meet service levels and business priorities across Desktop and Enterprise Applications. • Maintain a strong on the ground presence by triaging workload, assisting with escalations, and personally resolving high-impact incidents and complex requests when required. • Develop team capability through coaching, technical upskilling, mentoring, quality assurance of tickets, communications, and customer interactions. • Foster a positive, high-energy culture focused on accountability, collaboration, and exceptional customer service. • Build the Technology brand by setting service standards, communicating proactively, and partnering effectively with business stakeholders and Technology teams.
4. Organisation Wide Help Desk Support and Customer Service:	<ul style="list-style-type: none"> • Own day-to-day Service Desk operations, ensuring incidents and requests are logged, prioritised, assigned, progressed, and resolved in line with agreed service levels.

	<ul style="list-style-type: none"> • Provide clear, timely, and professional customer communication, including expectation setting, outage updates, and closure confirmation. • Monitor service performance (e.g. SLA, first-contact resolution, backlog, aged tickets) and implement corrective actions to maintain or improve service outcomes. • Identify trends and recurring issues through data analysis; drive problem management, root-cause investigations, and the reduction of repeat incidents. • Maintain and uplift knowledge articles, standard work instructions, and request fulfilment workflows to improve consistency and speed of resolution. • Support technology change and service transitions by ensuring readiness (training, knowledge, monitoring, and support models) for Desktop and Enterprise Application services. • Work collaboratively with Level 3 and Level 4 internal teams and external vendors/partners to resolve escalations, coordinate technical investigations, and restore service quickly.
5. Technical Skills:	<ul style="list-style-type: none"> • Provide Level 1/2 support and guidance for end-user computing hardware, including desktops/laptops, docking stations, monitors, printers, scanners, peripherals, and meeting room/AV devices. • Support Microsoft end-user services and collaboration tools (e.g., Windows, Microsoft 365 applications, Teams/Outlook, OneDrive/SharePoint) including account configuration and common troubleshooting. • Administer and support endpoint build, software packaging/deployment, and patching activities in line with Technology standards (e.g., device onboarding, imaging, application installs, and update compliance). • Perform Level 1/2 identity and access tasks (e.g. password resets, MFA support, account unlocks, group membership requests) and follow security processes for endpoint protection, phishing, and suspicious activity reporting. • Provide Level 1/2 support for enterprise applications used across the business, including triage, basic configuration, user assistance, and escalation with clear evidence and troubleshooting steps. • Use Service Desk tools effectively (ITSM ticketing, remote support, asset tracking, and knowledge base) to ensure accurate records, repeatable fixes, and high-quality customer outcomes. • Provide onsite and remote troubleshooting for connectivity and end-user services (e.g. Wi-Fi/LAN access, VPN/remote access, printers, and meeting rooms), escalating where required.
6. Other Duties:	<ul style="list-style-type: none"> • Undertake other duties as requested by the Technology Operations Manager. • Attend meetings as required. • Represent the Technology Operations Manager in a professional and positive manner at meetings and when dealing with stakeholders.

Selection Criteria

Qualifications:

Tertiary qualifications in Information Technology or equivalent. Certificate in Information Technology Service Management (ITSM) discipline such as ITIL would be advantageous.

Personal Attributes:

- Exhibit behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity, and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity.
- A team player who encourages a strong customer service-oriented culture and leads by example.
- Positive and resilient approach with the ability to manage a significant and fluctuating workload in a fast-paced environment.
- Strong sense of ownership and urgency, with a hands-on approach to resolving issues and removing blockers for the team.
- A continuous improvement mindset with a focus on being curious, data-informed, and proactive in lifting service quality and customer experience.

Work Related Requirements:

- Demonstrated experience leading a Service Desk (Level 1/2), including incident/request management, escalations, and service communications in an operational environment.
- Proven ability to prioritise and manage a high-volume workload, including delegating effectively while remaining hands-on when needed.
- Excellent interpersonal, written, and verbal communication skills, with the ability to translate technical issues into clear customer-focused updates.
- Proven success leading and developing teams, including performance coaching, quality assurance, and driving continuous improvement outcomes.

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.