



SERVICE DESK OFFICER Position Description

POSITION:	Service Desk Officer
DEPARTMENT:	Corporate
RESPONSIBLE TO:	Principal
REPORTS TO:	Director of ICT

POSITION OVERVIEW

The Service Desk Officer is a key member of the College's ICT Team. As the Service Desk Officer, you will be responsible for providing Level 2 Technical Support and advice as part of the ICT Service Desk Team, including resolving Level 1 and 2 Issues when required, escalation of issues to other team members as necessary and also providing an exceptional level of customer service. This role covers support of the desktop, laptop, iPad, 1:1 and BYOD environments, College networks and communications services (video conference, print, phone, email, digital signage, audio visual), and service support of College academic and corporate staff, and students.

This role shares in the responsibility for implementing processes centred around creating an exceptional level of ICT customer service and ensuring the ICT Service Desk performs in line with SLA KPI's and ITIL standards for response times; with support and request resolutions. It is an exciting opportunity to be exposed to a wonderful variety of Technology and ICT Systems managed by a dedicated team.

EXPERIENCE AND ABILITIES IN THE FOLLOWING ARE DESIRED:

- ICT Service Desk environments, including first line call, event monitoring, incident creation, diagnostics and resolution for all incidents managed by the Service Desk,
- Over the counter support in a drop-in support scenario,
- Coordination of service requests, incident management, problem resolution and change management workflows,
- Collaborating with an ICT Team, to manage vendor support relationships and validate vendor service delivery to agreed SLAs,
- Contributing to a positive culture of ICT capability and maturity, aligned to and enabling of the ICT Strategic and Operational Plans,
- Performing effectively as a contributing team member for ICT Projects and internal tasks,
- Keeping up-to-date with the latest trends in education technology,
- Working in an educational setting that supports desktop, laptop, iPad, 1:1 and BYOD environments across a range of platforms,
- Implementing ICT Service Desk efficiencies based on incident management feedback,
- Management of ICT Assets via a centralised asset register,
- Experience with current Audio-Visual products, uses and support of.



Key Responsibilities

Like all members of the ICT Services team, the Service Desk Technician will be involved in the provision of effective and efficient ICT Services that underpin the Academic and Corporate Services at the College, whilst:

- Supporting the strategic implementation of Sheldon College's infrastructure platform and ensuring the future development of ICT Services are aligned with best practice,
- Contributing to the identification and implementation of ICT Systems improvement initiatives that minimise downtime to the College environment,
- Maintaining installation and configuration procedures, practices and documentation with a goal of increasing efficiency, automation and ITIL maturity,
- Planning and managing assigned activities and Service Desk tickets with an emphasis on quality, timeliness, budget,
- Handling support requests through to successful resolutions,
- Reviewing and prioritising support requests and coordinating successful resolutions,
- Providing escalated computer hardware and application software support to staff and students across the range of operating systems in the College,
- Contributing advice and skills transfer activities that add to building a highly skilled and efficient ICT Team,
- Providing support and back-up in maintaining the College servers as required,
- Participating in the provisioning of general technical services in the College and other duties when required,
- Promoting and ensuring the use of agreed methods, tools and reference material to drive efficiency and consistency within the team,
- Contributing to the Development of ICT practice, procedures and documentation thereof,
- Ensuring the Service Desk upholds the College image by providing visually high standards in both digital and physical domains, and
- Undertaking projects and activities as required by the Director of ICT.

Workplace Health & Safety

- Ensure that safe procedures are followed in accordance with the College's Occupational Health & Safety Policy



Selection Criteria: Service Desk Officer

SC1 Qualifications

- Possess relevant university and/or industry qualifications related to the position and ITIL Service Management
- At least 2 years of experience in a similar role
- Possess or successfully apply for a Working with Children Check (Blue Card)

SC2 Technical Knowledge

- Ability to supply technical knowledge and experience to a range of circumstances requiring considerable interpretation
- Experience in supporting server, communication and desktop systems
- Experience with Active Directory, MS Exchange
- Strong knowledge and extensive experience in the installation and problem resolution of hardware and software within a complex environment
- Strong knowledge and extensive experience with current Microsoft Products, operating systems and software
- Experience with current Apple Products, macOS and iOS software
- Sound knowledge of current Audio-Visual products, uses and support of
- Experience supporting Office 365 Services (OneDrive, SharePoint, OneNote, Microsoft Teams)
- Understanding of Network Fundamentals (DHCP, DNS, VLANs, Switching, TCP/IP, Wi-Fi, Radius)
- Software and Hardware deployment experience in Standard Operating Environments
- Experience in supporting classroom environments
- Experience in providing printing troubleshooting
- Experience with Crestron AV or similar is desired
- Experience with Asset Management
- Experience with Virtual Machine Environments
- Experience with Backup concepts

SC3 Service Desk Officer

- Experience within a service desk software solution
- Experience providing helpdesk support via phone, in-person, email and ticket system
- Exposure to ITIL and best practices in relation to service desk provisioning
- Demonstrated experience in providing Level 2 Technical Support to users in conjunction with other service desk staff and external providers
- Implement the day to day facilitation of the service desk support and resolution processes
- Promote ICT policies and practices, which recognise the current and evolving needs of the stakeholders
- Contribute to strategies for improvement to the service provided by the service desk
- Demonstrated ability to apply information technology to provide solutions in an education environment
- Capacity for critical, conceptual and reflective thinking, and multi-faceted problem-solving skills
- Understand the importance of confidential information
- Aware of safety issues and implementation of safe work practices

SC4 Communication / Interpersonal Skills

- Excellent oral, written and listening communication skills
- Ability to prepare and present reports on prospects and/or technology options
- Demonstrated ability to effectively consult with a range of stakeholders to achieve common goals
- Demonstrated ability to build and sustain positive relationships with team members, stakeholders and clients
- Possess a high level of interpersonal skills
- Ability to work as part of a multi-disciplinary team to assist with the service desk operations required by the College



Conditions of Employment:

This position is subject to the provisions of the Sheldon College Corporate Staff Certified Agreement 2015.

- | | | |
|------------------------------|---|--|
| Salary | - | The salary offered will be commensurate with the qualifications and experience of the successful applicant. |
| Superannuation | - | Statutory Superannuation of 9.5% will apply |
| Sick Leave | - | 10 days per year |
| Annual Leave | - | 4 weeks per year + 17.5% loading |
| Long Service Leave | - | 1.3 weeks per year of completed service from the date of engagement. |
| Corporate Uniform | - | All employees are required to wear Corporate Uniform which is available from the Sheldon College Uniform Shop at your own expense. |
| Performance Review | - | A performance review will be conducted annually |
| Working with Children | - | The issue of a positive notice from the Commission for Children and Young People (Blue Card) |