



## SERVICE DESK TECHNICIAN Position Description

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<b>POSITION:</b>	Service Desk Technician
<b>DEPARTMENT:</b>	Corporate
<b>RESPONSIBLE TO:</b>	Principal
<b>REPORTS TO:</b>	Director of ICT

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### POSITION OVERVIEW

The Service Desk Technician is the first point of call for the Service Desk. As the Service Desk Technician, you will be responsible for providing technical support and advice as part of the ICT Service Desk Team, including resolving Level 1 Issues, escalation of issues to other team members as required 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), 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 environment, including first line call, event monitoring, diagnostics and resolution of incidents managed by the Service Desk,
- Over the counter support in a drop-in support scenario,
- Taking responsibility for service desk tickets from initial point of contact to completion,
- 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,
- 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,
- Administration of ICT Assets via a centralised asset register, and
- 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,
- Assisting with the day to day operations of the Service Desk, ensuring that requests are being processed efficiently and following ITIL standards,
- Contributing to the 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,
- Prioritise and allocate tasks, meet deadlines and manage own work flows using a high level of initiative with little or no supervision,
- Refer calls, where problems cannot be resolved, to higher level support staff and organise site visits by these staff where necessary,
- Providing computer hardware and application software support to staff and students across the range of operating systems in the College,
- Promoting and ensuring the use of agreed methods, tools and reference material to drive efficiency and consistency within the team,
- Process warranty and damage claims, according to defined processes, and liaise with external technicians to facilitate repairs,
- Perform upgrades, repairs and replacements of ICT or AV equipment where necessary,
- Monitor stock levels of ICT Services, prepare purchase orders, and place orders when necessary,
- Contributing to the development of ICT practice, procedures and documentation thereof,
- 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 Technician**

### **SC1 Qualifications**

- Possession of relevant university and industry qualifications related to the position is desirable
- At least 1 Year of experience in a similar role is desirable
- Possess or successfully apply for a Working with Children Check (Blue Card)

### **SC2 Technical Knowledge**

- Previous experience with a service desk software solution
- Understand ITIL and best practices in relation to service desk provisioning is desirable
- Experience in supporting desktop systems
- Sound knowledge and experience in the installation and problem resolution of hardware and software within a complex environment
- Sound knowledge and experience with current Microsoft products, operating systems and software
- Sound knowledge and experience with current Apple products, operating systems and software
- Demonstrated experience in providing first level technical support to users in conjunction with other service desk staff and external providers

### **SC3 Service Desk Technician**

- Experience in working as part of a team of support staff
- Demonstrated customer experience (does not have to be IT industry specific)
- Provide expertise to support the Service Desk operations
- 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 users
- Demonstrated ability to apply information technology to provide solutions
- Capacity for critical, conceptual and reflective thinking, and multi-faceted problem-solving skills
- Understand the importance of confidential information
- Aware of safety issues & implementation of safe work practices

### **SC4 Communication / Interpersonal Skills**

- Excellent oral, written and listening communication skills
- Ability to effectively consult with a range of stakeholders to achieve common goals
- 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.

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