

SERVICE DESK OFFICER

POSITION DESCRIPTION

Position Title:	Service Desk Officer
Responsible To:	Lead, Service Desk
Council Portfolio:	Corporate Services
Council Program:	Information Management
Classification Level:	Salaried, Level 4

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The Information Management Team delivers integrated technology solutions that improve access to information, streamline processes, and encourage collaboration across the organisation, to enable the delivery of customer focused services to our community.

Key Relationships / Interactions

Internal	Employees across the Information Management Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Local Government and State Government bodies Service providers, suppliers and contractors

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Primary Purpose

As part of the Information Management Program the Service Desk Officer's primary purpose is to provide ongoing customer support by investigating, resolving, configuring and documenting IT computer and telecommunications systems.

Responsibilities

The Service Desk Officer is responsible for;

- Providing excellent customer service via the Service Desk or face-to-face interactions.
- Providing advice on continuous improvement of IT systems and software to the Corporation.
- Ensure the Corporation's Client systems are maintained to the highest possible standards of technical best practice management.
- Managing the assigned set of IM software in regard to problem resolution, operational availability, security management and performance monitoring in accordance with assigned best practice principles.
- Managing and maintaining the assigned set of IM Infrastructure & Systems software in accordance with ITIL methodologies.
- Ensuring compliance to all software licencing requirements.
- Managing the assigned set of IM infrastructure and system software in regards to equipment replacement, system software upgrade, capacity management and performance management.
- Ensuring that systems security configurations are maintained in accordance with CoA, vendor and/or industry best practices.
- Maintaining a high level of expertise in the IM infrastructure and system software and contribute as subject matter expert when required.
- Developing support documentation to ensure the continuity of support for the IM infrastructure and system software.
- Ensuring compliance to processes and procedures identified in IM Quality Management Framework.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A tertiary qualification in Information Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications. A current Microsoft Certified IT Professional (MCITP) certification. Technical certification in ITIL V2.0 or higher.	Essential
People Management	Demonstrated ability to influence peers and business stakeholders.	Essential
Financial Skills & Acumen	An awareness of commercial acumen and strong sense of accountability.	Essential
Technical Knowledge & Experience	Experience in supporting complex networks, servers, specialised software and desktop computers in a large scale computing environment. Experience in providing operational support and supporting a technical Service Desk in a large scale computing environment. Ability to apply analytical and technical skills to develop a thorough understanding of a complex infrastructure environment and the work processes associated with operational management. Experience working within a medium-large enterprise utilising the ITIL (or MOF) fundamentals and frameworks for IM Systems Management.	Essential
Project Management	Demonstrated ability to manage multiple projects to achieve high quality outcomes on time. Prepared to take ownership and accountability for deliverables.	Essential
Innovation & Initiative	Building and developing simple and powerful business focussed solutions. Excellent problem solving skills in a complex computing infrastructure context. Display initiative and judgement to identify any major issues that require escalation. Provide advice on potential process improvements. Provide advice on the technology, standards and tools associated with the operational management of the Service Desk and computer systems.	Essential
Resource Management & Decision Making	Proven ability to make independent decisions and work under limited direction, having regard to organisational policy guidelines, practices and political influences. Ability to effectively utilise allocated resources which includes planning, delegating and prioritising. Ability to prioritise and be flexible when responding to changing priorities and demands. Demonstrated comprehensive experience in research / analytical / technical skills and the presentation of the findings.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential

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Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. Demonstrated passion for the work that you do and the participation in sharing your successes with the team.	Essential
Collaboration & Communication	Excellent communication skills, both written and oral. Energy and personal style to collaborate and influence across all levels in order to create awareness and traction around the adoption of IM strategies. Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing.	Essential
Administrative Skills	A thorough understanding of practices, procedures and outcomes required of an archives/ records management system. Demonstrated planning, prioritisation and organisation skills. A high level of organisational and time management skills.	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance is required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.