

Position Title	ICT Service Desk Officer
Position Number	20634
Classification	C
Reports to	ICT Manager
Directorate	Internal Services

Section 1

Purpose of this position

This position is to provide technical support and training to end users throughout UnitingCare West. The position has responsibility for the management of and response to all computer helpdesk tasks and management of mobile phone hardware and supplier arrangements. The role also carries responsibility for the maintenance of UCW's intranet at a technical level.

The skills, outputs and outcomes required of the ICT Team are represented in Appendix A of this document. This role will be responsible for ensuring the delivery of the helpdesk functions represented in this document.

Section 2

Key working relationships

<i>Internal</i>	<i>External</i>
All UCW Staff and volunteers	Suppliers Contractors

Section 3

Key result areas (KRAs)

1. Information Technology Systems (ITS) maintenance and support
2. End User Helpdesk support
3. Mobile Phone maintenance and support
4. Occupational Health & Safety

This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation.

Revision Number	Click here to enter text.			Page 1 of 5
Revision Date	Click here to enter text.			
Officer Making Changes	Click here to enter text.			

KRA 1: Information Technology Systems maintenance and support

Key Tasks	Performance Measures
<ul style="list-style-type: none"> • Download, install and maintain appropriate software as directed by the ICT Manager • Image computers with software packages to be distributed to staff depending on requirements. • Maintain computer systems and peripherals by installing, configuring, testing, troubleshooting, and repairing hardware • Implement & maintain computer networks. • Provide support and guidance in the deployment & maintenance of computer infrastructure and the diagnosis and resolution of technical problems/issues. • Work with Active Domain, specifically, <ul style="list-style-type: none"> ○ Creation, maintenance and deletion of user accounts ○ Maintenance of User Groups and Organisational Units ○ Administration of user accounts ○ Implement appropriate permission requests • Work with Exchange, specifically, <ul style="list-style-type: none"> ○ Creation, maintenance and deletion of user accounts ○ Administration of user accounts • Responsible for the technical interface with UCW's Internet, specifically, <ul style="list-style-type: none"> ○ Maintenance of UCW intranet • Training of key staff in the use and updating of the intranet. 	<ul style="list-style-type: none"> • Provision of good quality assistance to the ICT Manager. • Ensure that internal client requirements are dealt with in a timely manner • Changes to intranet & training of staff done in a timely and efficient manner. • Information Technology Systems maintenance and support

KRA 2: End User Help Desk Support

Key Tasks	Performance Measures
<ul style="list-style-type: none"> • Tend to helpdesk tasks according to priorities. • Respond to inquiries about software and hardware faults. • Resolve software faults • Determine software & hardware requirements to provide solutions to problems raised through the Helpdesk system. • Administration of ShoreTel IP phone system, including: <ul style="list-style-type: none"> ○ Assignment of new extensions ○ Name Changes to extensions 	<ul style="list-style-type: none"> • Reduction in number of systems related Helpdesk tickets • Decrease in the turnaround time of the Helpdesk items • Increase in the satisfaction of the end users in the Helpdesk experience • Increase in the level of end user proficiency in Microsoft Office products and other desktop applications.

Revision Number	Click here to enter text.			Page 2 of 5
Revision Date	Click here to enter text.			
Officer Making Changes	Click here to enter text.			

○ VoiceMail password resets	
-----------------------------	--

KRA 3: Mobile Phone maintenance and support

Key Tasks	Performance Measures
<ul style="list-style-type: none"> • Create and maintain mobile phone registry • Manage mobile phones across the agency • Purchase mobile phones in a cost effective manner • Liaise with Optus (or other providers) for the purpose of activation and housekeeping of contracted phones • Liaise with Optus (or other providers) from a contract perspective in order to keep overall mobile phone costs as low as possible • Monthly reporting and analysis on mobile phone usage in relation to both voice and data costs. 	<ul style="list-style-type: none"> • Decrease in down time for staff due to mobile phone issues. • Cost efficient price structure achieved.

KRA 4: Safety and Risk Management

Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Ensure that safety considerations are a priority in all work undertaken by employees and volunteers. ▶ Establish and maintain a working environment that is safe and free of harassment. ▶ Ensure that all incidents are effectively reported and investigated as per policy, with system and program improvements identified and actioned. ▶ Actively promote and encourage safety and health as a core part of employee communications. ▶ Ensure that safety training plans are identified for all employees and volunteers. 	<ul style="list-style-type: none"> ▶ Safety and risk proactively discussed at each team meeting ▶ Incidents reported and investigated in line with policy and procedures. ▶ Safety training plans in place and delivered. ▶ No accidents in the workplace as a result of unsafe equipment, furniture or work practices. ▶ No incidents relating to discrimination/harassment occur in the workplace. ▶ Hazards and potential hazards are identified and reported in accordance with OSH principles and standards and appropriate action is taken.

Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

Revision Number	Click here to enter text.			Page 3 of 5
Revision Date	Click here to enter text.			
Officer Making Changes	Click here to enter text.			

Section 4

Authority levels

This position reports to ICT Manager and works within UCW's Delegated Authority levels approved by the Board.

This position does not have any authority in accordance with the UnitingCare West Delegations Matrix.

Section 5

Competency profile

Competencies

- Ability to work in ways that are congruent with the values of UCW and the Uniting Church in Australia.
- Will behave in a manner consistent with the level of the position and the community standing of UnitingCare West.
- Excellent communications skills.
- Good written ability in order to document key tasks and deliverables for both IT and mobile devices devices.

Qualifications

- Minimum - Certificate IV in information systems / technology.
- Understanding of mobile device technology.

Knowledge

- Excellent IT skills and understanding of Windows Networking and Active Domain.
- Understanding of mobile device technology.

Experience

- Hands on experience in hardware and software troubleshooting and other IT matters, in particular Windows networking and Active Domain use.

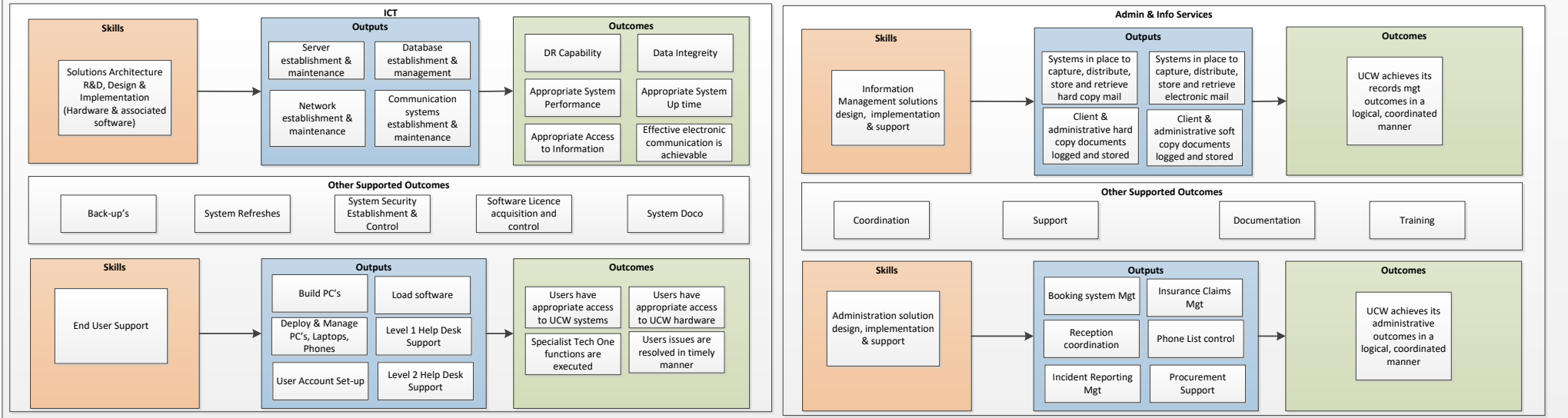
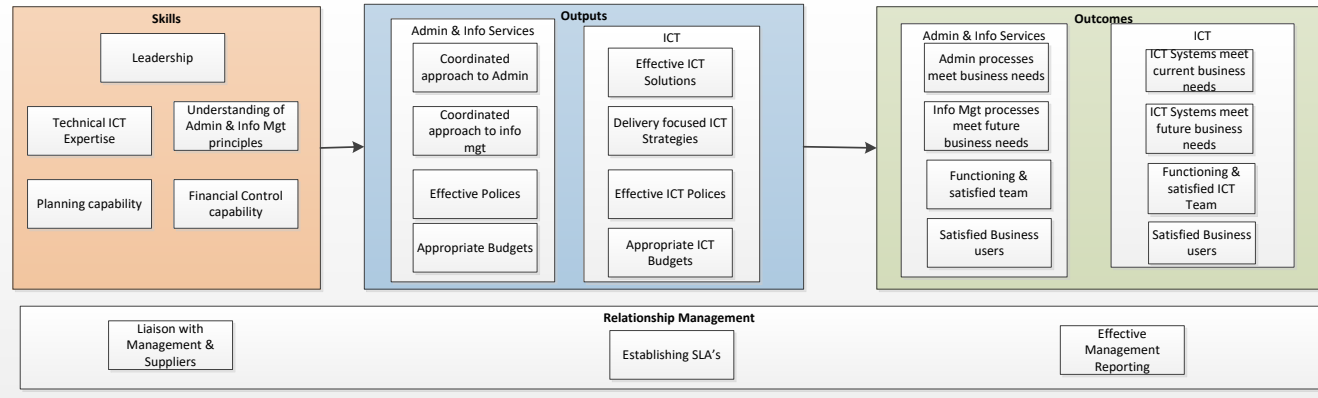
SECTION 6

This role forms an important part of the ICT team structure. The functions of this role are represented on the attached appendix (Appendix A)

Revision Number	Click here to enter text.			Page 4 of 5
Revision Date	Click here to enter text.			
Officer Making Changes	Click here to enter text.			

ICT & AIS (Information & Communication Technology + Administration & Information Services)

ICT & AIS Manager Function



Revision Number	Click here to enter text.			Page 5 of 5
Revision Date	Click here to enter text.			
Officer Making Changes	Click here to enter text.			