

Service Desk Officer

Position Description

Directorate	Finance & Corporate Services	Department	Technology Services
Reports To	Senior Service Desk Officer	Direct Reports	No
Queensland Local Government Industry Award - State 2017 -Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	City of Moreton Bay EBA6 Certified Agreement 2025 Wage Level	Schedule 1, Level 4

Position Purpose

Service Desk Officers support end users of IT systems and services. They are often the first point of contact and assist users and other support staff in resolving issues reported by users. They routinely provision new IT services and equipment to users and manage faulty and obsolete end-user equipment.

To provide user support and troubleshoot ICT problems and issues. Enables users to maximise their productivity through uninterrupted, efficient and secure use of ICT equipment and applications.

Key Responsibilities and Outcomes

Main Tasks:

- Monitor and process incoming service desk requests.
- Identify and diagnose issues and problems.
- Participate in problem resolution
- Perform on-site support to user by installing computers, hardware and software and assisting with related matters.
- Escalate unresolved problems to a higher level of support.
- Develop and contribute to documentation relating to user resolution issues and expand the knowledge base system.
- Liaise with external vendors in the resolution of issues and problems.
- Participate in Council projects and provide support as necessary.
- Participate in mandatory on-call roster, to provide after-hours remote and on-site assistance as required and sliding start and finish times to cover extended Council operational hours.

Accountable for:

- Issue resolution.

Responsible for:

- First level support.
- Problem identification.
- Documentation of issues, problems, and their resolution.
- Knowledge base articles.

Contributes to:

- Second level support
- Problem resolution
- Escalation processes
- Development of Service Desk procedures
- Mentoring of Service Desk Assistants

Additional Information:

- This position will have hours ranging from 6am – 5pm on a rotating basis.
- This position is required to participate in Council's 'After Hours On-Call' arrangements.
- This position may be required to rotate across various work locations.

Our Values

Our values:
guiding how we
work and shaping
our future.



Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

Experience:

Competent level role having at least between two and four years of experience in the discipline and is able to operate confidently with minimal guidance. Certificate in Information Technology or ITIL certification preferred.

Reach:

Department / Services

Influences support and BAU activities for services that may be delivered through collaboration across multiple business groups within the organisation.

SFIA Responsibility Skills required:

Autonomy

- Works under general direction.
- Receives specific direction, accepts guidance, and has work reviewed at agreed milestones.
- Uses discretion in identifying and responding to complex issues related to own assignments.
- Determines when issues should be escalated to a higher level.
- Plans and monitors own work (and that of others where applicable) competently within limited deadlines.

Influence

- Interacts with and influences colleagues.
- May oversee others or make decisions which impact routine work assigned to individuals or stages of projects.
- Has working level contact with customers, suppliers and partners.
- Understands and collaborates on the analysis of user/customer needs and represents this in their work.
- Contributes fully to the work of teams by appreciating how own role relates to other roles.

Complexity

- Performs a range of work, sometimes complex and non-routine, in a variety of environments.
- Applies a methodical approach to routine and moderately complex issue definition and resolution.
- Applies and contributes to creative thinking or finds new ways to complete tasks.

Business Skills

- Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners.
- Understands and effectively applies appropriate methods, tools, applications and processes.
- Demonstrates judgement and a systematic approach to work.
- Effectively applies digital skills and explores these capabilities for their role.
- Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities.
- Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work.
- Appreciates how own role and others support appropriate working practices.

Knowledge

- Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information.
- Has an appreciation of the wider business context.

SFIA Professional Skills required:

Incident Management (USUP)

- Ensures that incidents are handled according to agreed procedures.
- Prioritises and diagnoses incidents.
- Investigates causes of incidents and seeks resolution.
- Escalates unresolved incidents.
- Facilitates recovery, following resolution of incidents.
- Documents and closes resolved incidents.
- Contributes to testing and improving incident management procedures.

Customer Service Support (CSMG)

- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation of support documentation.

Application Support (ASUP)

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

Systems Installation and Removal (HSIN)

- Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.
- Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.
- Records details of all components that have been installed and removed.
- Assists users and follows agreed procedures for further help or escalation.
- Contributes to the development of installation procedures and standards.

Quality Assurance (QUAS)

- Contributes to the collection of evidence and the conduct of formal audits or reviews of activities.
- Examines records for evidence that appropriate testing and other quality control activities have taken place.
- Determines compliance with organisational directives, standards and procedures and identifies noncompliance's, non-conformance and abnormal occurrences.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.