Melton City Council

End User Services Support -Officer

Position Description

PD: 0457

A vibrant, safe and liveable
City accessible to all

CITY OF MELTON

1. Position details

Position Title	End User Services Support Officer
Directorate	Organisational Performance
Business Unit	Technology
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	IT Workplace Services Lead
Supervises	Nil
Internal liaisons	• IT Leadership Team • All Staff • Vendors • Consultants

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Support high-impact, high-visibility IT service within given timeframes and budgets and support to ensure stability and successful rollout of IT services
- Stay proactive to mitigate end-user services risks in advance and manage stakeholder's expectations

5. Key responsibility areas

- Steer IT assets through their life cycle to make sure that their use delivers value at optimal cost, remain operational, and are accounted for.
- Apply highly developed communication, negotiation and influencing skills to establish and maintain effective collaborative relationships with key internal and external stakeholders and service providers to ensure an effective team approach is adopted.
- Demonstrate expert knowledge and extensive industry experience in preparing the delivery of IT services, ensuring effective management of service support and quality as measured by IT's clients and customers
- Demonstrated ability to promote a culture of accountability, teamwork, customer focus and innovation.
- Promote Melton City Council's leadership expectations to foster and maintain high levels of staff engagement and accountability

6. Accountability and extent of authority

- Deliver high quality second level Information Communication and Technology (ICT) services to support user's devices in alignment with the Information Technology Infrastructure Library framework to ensure that business users can access relevant applications, information and ICT services when and where required through fit for purpose devices.
- Contribute to developing and changing systems, procedures, and policies to assist users of supported ICT devices and developing changes to existing work practices that result in process and business improvements for the ICT Workplace Services team.
- Provide high-level customer service through effective issue resolution using end-to-end incident and problem management processes to maximise the ability of staff to use supported ICT devices.
- Develop innovative responses to complex problems, including the identification and root cause analysis of recurring incidents and eliminate them by engaging in the development of IT infrastructure service improvements.
- Provide sound advice to stakeholders and work with them to understand the business imperatives of their systems and processes to ensure they can select appropriate ICT devices and systems to achieve successful outcomes.
- Provide sound advice and training to other IT team members and ensure the correct documentation of work instructions and guidelines will assist other team members in the timely and effective resolution of incidents.

- Provide support to Melton Council's remote sites including Community and Library services

7. Judgement and decision making

- Provide direction and advice to internal and external stakeholders on IT end-user services decisions during a service delivery discussion
- Make professional judgements and escalate degradation beyond resolution to the IT Workplace Service Lead

8. Specialist skills and knowledge

- Experience in IT service delivery methodologies including Information Technology Infrastructure Library(ITIL)
- Strong communication skills to building working relationships with internal and external stakeholders
- Proficiency in utilising and application of IT technologies – PCs, Mobile, Tablets and Enterprise Software (e.g. Teams)

9. Management skills

- Ability to efficiently manage time, multitask and manage competing priorities and respond to immediate needs.
- Work independently while still contributing to team goals, service and IT support needs
- Identify IT service outputs that will deliver outcomes and benefits directly linked to the achievement of the Council's strategic goals and objectives

10. Interpersonal skills

- Well-developed interpersonal, written, and oral communication skills, including the ability to present to various audiences
- Persuade, convince, and negotiate with a wide range of internal and external stakeholders.
- Communicate and translate technical and analysed concepts to an appropriate level to ensure audience understanding
- Be assertive, remain composed, be courteous, positive, and professional in dealings with consultants, contractors and a range of other external stakeholders

11. Qualifications and experience

- Appropriate tertiary qualifications/ 5+ years of End User Support experience
- Certification in Information Technology Infrastructure Library (ITIL).
- Tertiary Qualification in Information Technology with relevant work experience to the capabilities of this role
- Demonstrated ability to diagnose and resolve complex issues across a range of agreed IT products and services

12. Key Selection Criteria

1. Demonstrated ability to diagnose and resolve complex issues across a range of agreed IT products and services (including Genesys, CISCO..etc)

2. Demonstrated ability to think laterally and show creativity and initiative in the evaluation, analysis and resolution of problems and improving the delivery of service.

3. Experience with identifying the root cause of incidents or IT service delivery problems and developing plans to remediate these issues.

4. Demonstrated experience in the configuration and management of SCCM and Intune environments.

5. Demonstrated support and understanding of various IT infrastructure environments.

6. Proven experience in delivering exceptional Customer Experience.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Head of Technology	May 2023	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date