

Position Description



Job title	ICT Service Desk Officer
Department	ICT & Information Services
Reports to	Manager ICT & Information Services
Date prepared/reviewed	November 2019
Location	Inner City Hub (ICH)
Position Details	Permanent, Max Term, Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this position is to provide technical support and training to end users throughout Uniting WA. 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 Uniting WA's intranet at a technical level.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Download, install and maintain appropriate software as directed by the Manager ICT & Information Services
- 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 and maintain computer networks
- Provide support and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems/issues
- Work with Active Domain, specifically:
 - 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:
 - Creation, maintenance and deletion of user accounts
 - Administration of user accounts
- Responsible for the technical interface with Uniting WA's Internet, specifically:
 - Maintenance of Uniting WA intranet
- Training of key staff in the use and updating of the intranet
- Tend to helpdesk tasks according to priorities
- Respond to inquiries about software and hardware faults
- Resolve software faults
- Determine software and hardware requirements to provide solutions to problems raised through the Helpdesk system.
- Administration of ShoreTel IP phone system, including:
 - Assignment of new extensions
 - Name Changes to extensions
 - Voice Mail password resets
- Manage mobile phones across the business and maintain mobile phone registry
- Liaise with mobile phone providers for the purpose of activation and housekeeping of contracted phones
- Liaise with mobile phone 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
- 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.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting

- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Excellent written and verbal communication skills
- Strong focus on customer service
- Demonstrated ability to work with people from diverse backgrounds
- Excellent time management and personal organisational skills
- Good written ability in order to document key tasks and deliverables for both IT and mobile devices.

Qualifications

Education, experience and technical skills required for this position.

- Minimum – Certificate IV in information systems/technology
- Understanding of mobile device technology
- Hands on experience in hardware and software troubleshooting and other IT matters, in particular Windows networking and active Domain use
- Current National Police Clearance
- Current WA C Class Driver's License.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

- Some out of hours work will be required, including participation in on-call duties.