

Position Description



Job title	ICT Service Desk Assistant
Department	ICT & Information Services
Reports to	Manager ICT & Information Services
Date prepared/reviewed	July 2021
Location	ICH
Position Details	Permanent, 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 logistical and other support to the ICT team as well as low level technical support to end users throughout Uniting WA. The position will assist the ICT with the management of and response to computer helpdesk tasks and management of mobile phone hardware and supplier arrangements.

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.

- Provide support with the distribution and installation of IT hardware and software as directed by the Manager ICT
- 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
- Assist with the implementation and maintenance of computer networks
- Provide support 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
- Tend to helpdesk tasks according to priorities
- Respond to inquiries about software and hardware faults
- Assist in the resolution of software faults
- Assist with the management of mobile phones across the business and the maintenance of the mobile phone registry
- Liaise with mobile phone providers for the purpose of activation and housekeeping of contracted phones

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.

- 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.