

Position Description

Position:	Help Desk Officer
Reports to:	Network Administration Officer
Classification	Grade 4 Band 2 Level 1 of Local Government (State) Award.
Term of Employment:	Full-time
Number of direct reports:	Nil
Location:	This is an Armidale Regional Council role supporting both Armidale & Guyra offices, normally based at 135 Rusden Street Armidale.
Operational Expenditure:	Nil
Capital Expenditure:	Nil
Delegations	In accordance with Council's Delegations Register.

Organisational Context

Armidale Regional Council is located in the beautiful New England Region of New South Wales (NSW) and covers an area of 8,630 square kilometres. With an approximate resident population of 29,900, the region is home to many major industries including education services, technology services, agriculture, superfine wool production, beef and lamb production, vineyards and greenhouse horticulture – industries that will underpin sustained growth in the future.

Council delivers and provides a range of community and infrastructure assets include parks and reserves, aged care facilities, libraries, swimming pools, roads, economic development, pre-schools, waste facilities and water and sewer infrastructure.

We strive for a flexible, adaptable, innovative and high-performance culture that celebrates the contribution of every employee, allowing them to build better careers as they help us deliver community services to meet, and exceed, the community's expectations.

Program Description

Operating within the Information Technology service area of Council, the Information Technology program is responsible for providing support to a diverse range of users across Council's operations. The group provides a pro-active, innovative and high level technical support across network administration, Systems applications, support and records functions to enable efficiencies in operation delivery.

Position Profile

The position holder will be expected to apply technical skills within a small team of IT professionals servicing the operational and project activities for Council. This Role will provide first level and second level IT Support in accordance with agreed ICT service levels for all Council workers located primarily in Armidale but also in Guyra and associated remote workplaces and Council businesses.

Key Role Responsibilities

1. Help Desk Operations and First Level Support

- Log Incidents in Altiris/ Service Manager per Service Level Agreement
- Record updates and responses in Altiris/ Service Manager per Service Level Agreement
- Escalate Incidents to second level and above via Altiris/ Service Manager
- Respond to Service Desk calls (phone, email, face to face, online) and these in accordance to service level agreement
- Network and desktop environments, internet, desktop software and business applications, and escalate issues to second level experts where problems cannot be resolved in the first instance

2. Hardware and Software Support

- Install, configure and upgrade operating and system software as required
- Install and configure hardware and peripherals as scheduled
- Build and upgrade desktop systems, assisting with packaging and deployment of desktop applications and services
- Testing of new equipment including software and hardware to ensure compatibility with existing systems
- Set-up new users as required
- Assist with Disaster Recovery restore

3. General

- Liaise with IT Management and colleagues regarding outstanding/ unresolved issues
- Application of standards and procedures and service levels related to the IT Service Desk
- Provide a high level of Customer Service to all users
- Troubleshoot third level problems as and when they arise and manage with contractors when required
- Liaison with IT experts including vendors for problem resolution
- Provide back-up support to other members of the IT team

- Maintenance of IT Asset Register inventories and IT Software register
- Compliance to Change Management practices, follow ICT directives, policies and Standard Practice Notes
- Application of the IT Infrastructure Library standard, known as ITIL for Service Management

4. Other

- Contribute to the achievement of relevant Council Integrated Planning and Reporting and Delivery Program objectives.
- Effective management of councils activities expenditure and revenue

It is important to note that this document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Armidale Regional Council core values, Code of Conduct and Equal Employment Opportunity principles.

Core Council Values

Council is committed to creating a workplace where staff hold the below values at the core of our behaviour and conduct.

One Team	We work as one team, we collaborate to achieve better outcomes and look out for one another.
Innovative	We have the courage to think boldly and to find new ways to achieve better outcomes.
Dedication	We care and are responsive to our community and strive to exceed their expectations.
Integrity	We are trustworthy, honest, transparent and accountable for our actions.
Wellbeing	We develop a safe, supportive, caring and harmonious environment

Core Council Accountabilities

Council has high expectations and expects that all employees must adhere to Council's current guiding behaviour standards and expectations:

Work Health and Safety



- Ensure that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation and Council's relevant safe work instructions, policies and procedures.
- Ensure that Workplace Health and Safety is always at front of mind and a number one priority, working with care and consideration to safeguard the health and safety of all staff and members of the general public.
- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Participate in a delivering a positive WHS culture, including having a proactive involvement in reviewing safe systems of work compliance and the implementation of continuous improvements in health and safety.

Community and Customer Focused



- Convey a professional image of Council at all times.
- Provide customer centred services in line with organisational objectives and agreed service standards which is focused in continuous improvement
- Deliver quality customer service and service delivery which exceeds Council and community expectations.

Code of Conduct and Equal Employment Opportunity



- Comply with all legislative requirements of the role.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimise exposures to risk.
- Convey a professional and positive image of Armidale Regional Council and the local government sector at all times, including dressing appropriately for the role and wearing designated uniform if required.
- Support and promote a professional working environment free from discrimination, harassment and victimisation. It is the responsibility of all employees to ensure that proper standards of conduct are upheld in the workplace.

Performance



- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.

Selection Criteria

Essential Selection Criteria:

- Relevant Diploma/ Degree in Information Technology and at least 2 years experience in an IT support environment or equivalent experience.
- Ability to apply relevant legislation i.e. Data Breach Notification
- Demonstrated technical expertise and intermediate level of knowledge and experience with Microsoft Office applications, Windows networking and the use of the internet, email and browser software.
- Demonstrated ability to install and support personal computers and peripherals and install, configure and support computer software packages.
- Demonstrated ability to provide high quality customer service, the ability to work independently and as a team member and strong analytical and problem solving skills.
- Sound knowledge of the principle and techniques associated with first level support (including exposure to call-logging software) and trouble shooting of a variety of information technology environments. Ability to document procedures and review current work practices striving for continual improvement.
- High level of interpersonal and communications skills (oral and written) and a demonstrated ability work with people at all levels.
- Current NSW Class C driver's license.

Prepared by:	
Approved by CEO (or delegate):	
Date Approved/Updated:	
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Employee Acknowledgement

Signed by:	
Print Name:	
Date:	