

POSITION DESCRIPTION

Position Title:	Senior IT Support Officer
Position Number:	11000
Directorate:	Corporate Services
Reports to:	Manager Information Technology
Supervises:	Information Technology Support Officers
Internal Liaison:	All staff
External Liaison:	Vendors, Contractors, Suppliers
Department:	Information Services
Agreement:	City of Karratha Enterprise Agreement 2021
Classification:	Level 6
Effective Date:	February 2023

1. POSITION OVERVIEW

The Senior Information Technology Support Officer is responsible for the development, deployment, monitoring, support and continuous improvement of the City of Karratha enterprise-wide endpoint (desktop and mobile) hardware and software environment. The role works with business stakeholders, the Enterprise Technology Coordinator and the Enterprise Systems Coordinator to ensure that the endpoint device environment is fit for purpose and meets the needs of the business.

The position also assists the Manager Information Technology in the development of ICT services and is responsible for providing a high level of customer service and maintaining a positive and productive working relationship between IT and business units. In addition, this role will actively foster a change in culture through innovative adoption of technology for an efficient and effective ICT systems approach ensuring that data and information is managed as a corporate asset.

The Officer will lead the IT Support team, administer all related support team operational matters, and be responsible for the ultimate success of the Helpdesk system and associated tasks as delegated to the support team.

On occasion, this position is required to work outside of normal office hours for upgrades and maintenance. This will be in accordance with on-call procedures, approval and the organisations' Enterprise Agreement.

1.1 Position Objectives

- Rollout workstation images, software packages, versioning and patching, making proactive adjustments to ensure system reliability and availability in conjunction with the Enterprise Systems Coordinator.
- Work closely with and take direction from, the Enterprise Technology Coordinator and Enterprise Systems Coordinator to maintain network devices and business systems.
- Both provide and ensure a highly courteous and professional first point of contact for all ICT support related matters to staff as the custodian of the IT Service Desk
- Act as a 2nd level escalation point to the IT Support officers
- Deliver an effective, responsive and customer service orientated IT support experience, assuring appropriate prioritisation and communication is applied to the support queue.
- Assist with the development and maintenance of documentation and work to continuously improve IT support systems, services, procedures and processes.

2. DUTIES & RESPONSIBILITIES

2.1 Endpoint Management

- Use Microsoft Endpoint Configuration Manager to deploy/maintain Standard Operating Environment (SOE) images and software packaging and also for deployment, versioning and patching.
- Research, plan, support and deliver high quality, contemporary, fit for purpose ICT endpoint devices under the guidance of the Manager Information Technology and with direction from, and quality assurance checks by, the Enterprise Technology Coordinator and Enterprise Systems Coordinator.
- Effect the installation of PC hardware and software.
- Ensure that all software including PC operating systems, firmware and applications are up to date with the latest patches, and vendor recommended configurations.
- Assist with the deployment of new technologies and ICT services.
- Coordinate the day to day support and administration of the City's VoIP system.
- Coordinate the day to day support and administration of the City's mobile endpoint fleet ensuring appropriate connectivity and deployment.

2.2 Service and Support

- Provide the first and second level point of contact and assistance for staff ICT support needs.
- Provide and ensure a professional and positive IT Support team interaction for staff.
- Manage support incidents to successful completion and customer satisfaction.
- Identify where multiple or recurring incidents point to a problem and escalate with collected details and specifics to the Enterprise Technology Coordinator, Enterprise Systems Coordinator or Manager Information Technology when appropriate
- Assist in the support and administration of the Local and Wide Area Networks.
- Perform first level diagnosis and remediation (where possible) of systems and network issues.
- Assist in many and varying ICT tasks, such as but not limited to; creating users, deploying devices, maintaining file server folders and permissions, patching software, installing and configuring printers, updating SharePoint Intranet content, maintaining Active Directory, maintaining various ICT assets, updating software, managing and using Microsoft Endpoint Configuration Manager etc.
- Attend various City of Karratha operated offices, facilities and work sites to provide in person support and undertake ICT tasks as required.
- Other duties as required

2.3 Customer Management

- Manage the Support Ticket Queue to prioritise helpdesk tickets according to business needs.
- Ensure regular communication with customers, particularly where performance may be hindered by conflicting priorities, support staff workloads and third party delays.
- Schedule and conduct staff inductions in a professional and timely manner.

2.4 IT Initiatives and Projects

- When required assist in the planning and execution of tasks to ensure ICT initiatives and projects are successfully delivered on time and meet the required outcomes.
- Undertake research and development for budgeted expenditures and make ICT recommendations.

2.5 IT Documentation, Procedures and Practices

- Create, maintain and improve ICT Support procedures and standards.
- Maintain software and hardware asset management registers.
- Create, maintain and improve ICT plans, registers and document configurations to ensure efficiency and transparency across the team.
- Assist to ensure that software licensing is current and accurate.
- Develop and share knowledge to other team members, assisting with work load and backfill when required.

2.6 Lead the IT Support Team

- Ensure the professional and timely delivery of first and second level ICT Support services to the organisation
- Ensure delegated timeframes are met
- Ensure that appropriate documentation is completed
- Oversee all relevant direct-report activities, inclusive of rostering, leave management and annual staff review

2.7 Occupational Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near-miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form within 3 days.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under the guidance and general direction of the Manager Information Technology.
- Adheres to Council policies, procedures and guidelines.
- Accountable for ensuring a highly effective ICT Service Desk experience.
- Accountable for the Service Desk teams performance, accurate and timely reporting.
- Accountable for the daily administration of the Enterprise device fleet, VoIP solution, physical site security access, Microsoft 365 and active directory services.
- Accountable for accurate ICT documentation and ICT process mapping

3.2 Judgement and Problem Solving

- Problem solving and analytical skills
- Ability to determine when matters require escalation
- Ability to be creative, resourceful and think outside the box.

3.3 Specialist Knowledge and Skills

- An in depth professional level of knowledge on a broad range of ICT technologies, software and services.
- Thorough theoretical and practical understanding of ICT concepts, principles and practices in a modern service driven enterprise ICT environment.
- Comprehensive experience in Windows desktop installation, configuration, maintenance and troubleshooting skills.
- Understanding of and demonstrated experience with administrating and using Active Directory, Windows Server, DNS, DHCP, Exchange, SharePoint, Microsoft Endpoint Configuration Manager, Microsoft 365 and TCP/IP networking.

3.4 Management Skills

- Proven ability to multitask with demonstrated initiative.
- Ability to work autonomously in a high-pressure service atmosphere.
- Excellent customer service skills.
- Ability to achieve work deadlines in a busy office environment.
- Proven ability to Supervise a small ICT Support Team
- Proven ability to create and foster a positive team culture.

3.5 Inter Personal Skills

- Well-developed interpersonal skills with the ability to establish and maintain productive and effective working relationships through collaboration, negotiation and liaison.
- The ability to successfully contribute to a small team environment to help foster a positive productive and collaborative IT team culture.
- Demonstrated ability to successfully manage situations where ICT issues or glitches arise that create challenging situations for staff.
- Verbal and written communication skills.

3.6 Qualifications and Experience

- Tertiary level IT qualification
- Demonstrated experience in previous ICT support service roles
- Demonstrated level 1 and level 2 ICT service and support experience
- Demonstrated experience configuring and maintaining ICT hardware, systems and software in medium sized business environment
- Developed experience in ICT documentation
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)

PD Approved by: Chief Executive Officer

Supervisor:
(Print)

Signature:

Employee:
(Print)

Signature:

Date Appointed: