POSITION DESCRIPTION

Position Title:	**IT Support Officer**
Position Number:	**11033**
Directorate:	**Corporate & Commercial**
Reports to:	**IT Support Coordinator**
Department:	**Information Services**
Agreement:	*City of Karratha Enterprise Agreement 2023*
Classification:	**Level 4/5**

1. POSITION OVERVIEW

The IT Support Officer is responsible for providing professional and responsive Information Technology support services and contributing towards agreed departmental KPI's (key performance indicators) and SLA's (service level agreements)

The position also assists the Manager Information Technology in the continuous development of IT services and is required to provide a high level of IT customer service and maintain a positive and productive working relationship between IT and other departments

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

1.1 Position Objectives

- Provide a highly courteous and professional first point of contact to staff for all IT support related matters as a member of the IT Service Desk.
- Deliver an effective, responsive and customer service orientated IT support experience.
- Assist with the development and maintenance of documentation and work to continuously improve IT support systems, services, procedures and processes.
- Provide responsive backing to other IT team members through contribution to workload.
- Provide excellent support and assistance, performing many and varied IT duties, as assigned by the IT Support Coordinator or Manager Information Technology.

2. DUTIES & RESPONSIBILITIES

2.1 IT Service and Support

- Provide a professional and positive first point of contact and assistance for staff IT support needs.
- Manage creation / modification / termination of user access to systems.
- Respond to user inquiries and provide support in a timely manner.
- Collaborate with end-users to understand and document their needs.
- Respond and resolve IT support incidents and assist solving problems.
- Identify where multiple or recurring incidents point to a problem and escalate with collected details and specifics to the relevant senior team member when appropriate.
- Configure and deploy IT hardware and software.
- Identify and perform first level remediation for systems and network issues.

- Assist in a variety of IT software, hardware and asset administration tasks as required.
- Install and configure printers.
- Maintain Active Directory, Microsoft Exchange, Microsoft 365 and utilize Microsoft Endpoint Configuration Manager (MECM).
- Maintaining various IT and communications assets.
- Attend various City of Karratha sites to provide in person support and undertake IT tasks as required.
- Other duties as required

2.2 IT Documentation, Procedures and Practices

- Create and maintain user guides for end users where required.
- Maintain accurate documentation of system and hardware configurations, processes, and procedures.
- Maintain software and hardware asset management registers.
- Assist with creating, maintaining and improving overall IT procedures, guidelines, process maps and standards.
- Assist with audit processes and procedures to meet legislative requirements.
- Follow organisational policies and guidelines for procurement.
- Develop and share knowledge with other team members to ensure continuous learning, process improvement and professional growth within the team.
- Share knowledge with other team members to facilitate team load share and ensure a team capability to backfill roles when required.

2.3 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 their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- 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 as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS 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 IT Support Coordinator.
- Adheres to Council policies, procedures and guidelines.
- Accountable for delivering a highly effective and excellent IT Service Desk experience.

3.2 Judgement and Problem Solving

- Problem solving and analytical skills.
- Ability to determine when matters require escalation.
- Ability to be creative and resourceful.
- Proven ability to multitask with demonstrated initiative.
- Ability to work in a high pressure service atmosphere.
- Ability to achieve work deadlines in a busy office environment.

3.3 Specialist Knowledge and Skills

- Professional level of knowledge across a broad range of IT technologies, software and services.
- Thorough understanding of IT concepts, principles and practices in a modern service driven corporate environment.
- Comprehensive experience in Windows desktop installation, configuration, maintenance and troubleshooting skills.
- Understanding and demonstrated experience administering solutions such as; M365, Active Directory, Windows Server, Exchange, SharePoint, and MECM
- Understanding of DNS, DHCP, and TCP/IP networking concepts

3.4 Interpersonal 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 IT issues arise that create challenging situations for staff.
- Verbal and written communication skills.
- Excellent customer service skills.

3.5 Qualifications and Experience

- Tertiary level IT qualification or equivalent relevant experience.
- Demonstrated experience in previous IT support roles.
- Demonstrated experience configuring and maintaining IT hardware, systems and software in medium sized business to large enterprise environment.
- Demonstrated experience creating clear and concise IT documentation.
- Current C class driver's licence.
- National (or Federal) Police Certificate (no more than 6 months old).

- Highly regarded; (preferred but not essential)
    - ITIL Certification.
    - Microsoft Certifications.
    - Familiarity with The Australian Signals Directorate (ASD) Essential 8 principals.
    - Experience with an ITSM solution such as Fresh Service or similar.