



Parliamentary Service Department

Job Description

Service Desk Officer (Administration)

Classification:	Level 3
Type of employment:	Full Time – Non-Sessional
Unit:	Information Technology
Date last updated:	June 2019
This position reports directly to:	Information Technology Manager
This positions Supervisor is responsible to:	Directory Parliamentary Information and Education
Number of staff reporting to this position:	Nil

About the Unit

The Information Technology Unit provides all IT support services for parliamentary departments. It delivers IT services to members when they are at Parliament House; develops and implements appropriate standards, policies and plans; maintains an appropriate information technology hardware/software infrastructure; manages the Parliament's telecommunications systems; provides a single point of contact Service Desk; and ensures the efficient and effective operation of all computer systems with an attitude of best-practice professionalism and inter-departmental cooperation.

Primary Responsibilities

1. Provide support to members and staff of the Parliament of Western Australia.
2. Develop and implement desktop technical requirements under direction from senior team members.
3. Provide customer support through the framework of the Parliamentary Service Desk and under operational direction from the Senior Service Desk Officer.
4. Liaise with other IT Unit staff as appropriate to achieve excellence in overall IT service delivery.
5. Provide primary management of basic office administration tasks to support the IT Unit's procurement and process management activities.
6. Assist with technical quality management, and update service delivery documentation of all current systems, and any new systems implemented.
7. Assist with the continuity, validity and reliability of all servers, storage, communications and networking infrastructure.
8. Liaise with third parties to ensure the support and reliability of all IT systems as required.

9. Initiate and contribute to IT unit project planning and change management practices as needed.

Specific Duties

1. Provide quality customer support to the members and staff of the Parliament of Western Australia.
2. Effectively use the ServiceDesk Plus software (service ticketing product) to manage, schedule and report on all assigned customer service and support activities undertaken in a timely and accurate manner.
3. Contribute proactively and professionally to the quality assurance and maintenance of all IT & communication systems.
4. Ensure the confidentiality, authenticity, availability, non-repudiation and integrity of all information technology services and data.
5. Contribute to the development of specifications for new hardware and software rollouts as required.
6. As directed, implement server/client patches and system software upgrades.
7. Recommend suitable improvements to systems in consultation with the Senior Technical Support Officer/Technical Support Officer if required.
8. Contribute to the updating of all procedures and projects undertaken by the IT Unit.
9. Ensure timely processing of IT billing, account management and reporting activities.
10. Ensure all server and network changes are undertaken within ITIL framework guidelines.
11. Ensure that the workplace remains free from hazards and follow safe work practices.

Selection Criteria

Essential

1. Demonstrated knowledge of the technical support of data networks
2. Intermediate knowledge of Microsoft Active Directory and SCCM
3. Intermediate knowledge of Microsoft Exchange server and Outlook client
4. Intermediate to advanced knowledge of Microsoft Windows server/desktop
5. Basic knowledge of VPN/ADSL and remote access technologies
6. Previous experience in technical and desktop support for a medium/large organisation
7. Strong customer focus with good communication and interpersonal skills.

Desirable

1. Previous experience in supporting the Microsoft Office product suite in a corporate environment
2. Previous experience in supporting and deploying Microsoft operating systems

3. Previous experience supporting a virtual server infrastructure platform (VM/Ware)
4. Previous experience in basic office/work unit administration role
5. Knowledge of ITIL Service Support processes

Competencies

CUSTOMER SERVICE

Individual ownership and focused delivery of exceptional customer service is an absolute requirement of this role. As a customer-facing representative of the Information Technology Unit, a high level of empathy, communication and technical capability is required when engaging in first level end user support on a day-to-day basis.

COMMUNICATION

Cooperating and expressing ideas effectively in individual and group situations in a professional manner; adjusting language and terminology to the needs of the audience.

TEAMWORK/COLLABORATION

Cooperating with teams and work groups and those outside formal lines of authority to accomplish organisational goals, in accordance with the values of the Parliamentary Services Department; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organisation or team.

QUALITY ORIENTATION/ATTENTION TO DETAIL

Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.

ADAPTABILITY

Maintaining effectiveness in varying environments and with different tasks, responsibilities and people.

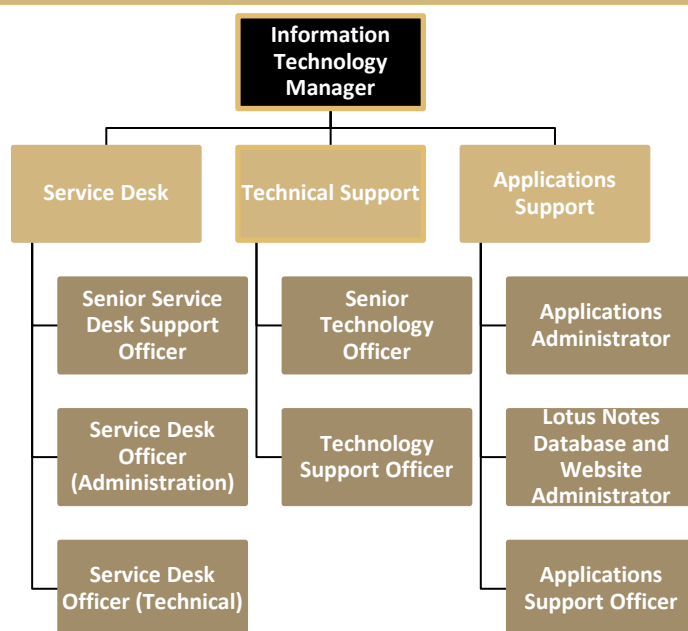
INITIATIVE

Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive.

ANALYSIS/PROBLEM ASSESSMENT

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Unit Organisational Structure



Parliamentary Service Department Values

Parliamentary Service Department staff are expected to embrace the following four values, which underpin positive culture and behaviours.

Professional – Showing respect and professionalism in all aspects of work.

Accountable – Being honest and trustworthy in performance of our public duties.

Transparent – Maintaining fairness and consistency.

Helpful – Cooperation among teams and with others while always showing encouragement.

Further Information

- Provision of a National Police Clearance not more than twelve months old will be required prior to commencement in this position.
- Applicants must be an Australian citizen or permanent resident.
- Applicants may be required to undertake skills or psychometric testing.

Acknowledgement

I acknowledge that my supervisor has explained this job description to me:

_____	_____	Date: _____
Employee Name	Employee Signature	
_____	_____	Date: _____
Supervisor's Name	Supervisor's Signature	