

POSITION DESCRIPTION

Job Details

Position Title: Service Desk Technician		Year: 2018
Department: Information Technology & Services	Section:	
Reports directly to: Manager, Information Technology & Services	Direct Reports:	

Background Information

Qualifications	<i>Undergraduate</i>	
	<i>Postgraduate</i>	
	<i>Other</i>	Cert IV in Information Technology or equivalent

Main Purpose

We are looking for a customer service oriented Help Desk Specialist to provide technical support to users in an efficient and accurate manner. You will be considered as IT services front liner and you will solve basic technical problems and provide support for all assigned areas. The goal is to make sure that customer value is maintained to the standards set forth by the company.

RIDBC Mission

By providing quality and innovative education and other services, RIDBC will achieve the best outcomes for current and future generations with hearing and/or vision loss throughout Australia.

RIDBC Values

<ul style="list-style-type: none"> Innovative Share knowledge Respectful to all people 	<ul style="list-style-type: none"> Ethical Child & family focussed Strives for high quality
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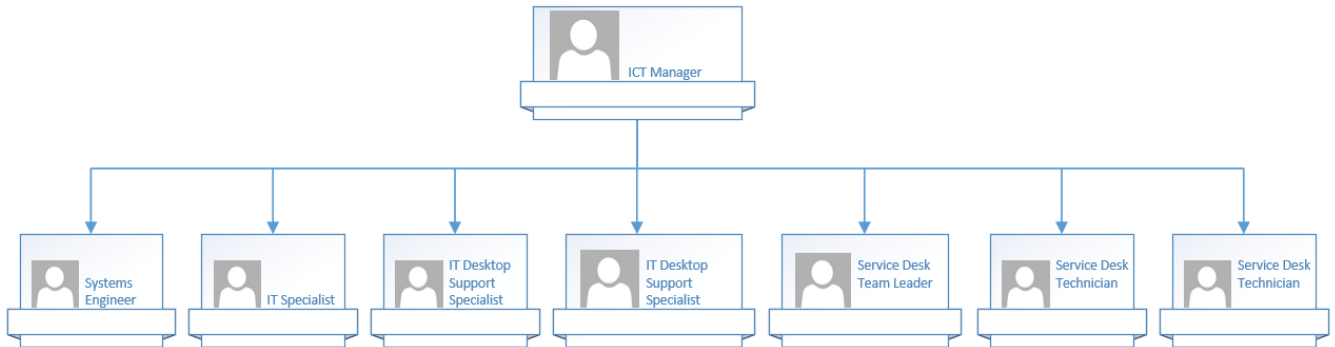
Key Responsibilities

Performance Indicators

<i>What is the activity?</i>	<i>What is key? How is it measured?</i>
Provide first level contact and convey resolutions to customer issues	<ul style="list-style-type: none"> Provide a responsive service desk service ensuring that all requests are dealt with in the Service Level Agreement (SLA) Guide customers through problem solving process Update customer data and produce activity reports
Track, route and redirect problems to correct resources	<ul style="list-style-type: none"> Properly escalate unresolved queries to the next level of support
Managing the distribution of RIDBC's mobile phones and providing first level support for all handset & network issues	<ul style="list-style-type: none"> Mobile phones distributed in accordance with approved allocation lists & records maintained as required All mobile service issues responded to on a daily basis.

Utilise excellent customer service skills and exceed customers' expectations	<ul style="list-style-type: none"> Follow up with customers, provide feedback and see problems through to resolution Ensure proper recording, documentation and closure of issues
Eager to grow and learn new process and systems.	<ul style="list-style-type: none"> Act as backup for Desktop technicians and remote-site Desktop technicians. Maintain in-depth knowledge of Service Desk supported products and services Work with the IT Manager to identify available Service Delivery training & opportunities that will enhance and improve computing support delivered to customer. Create Documentation as required to support learning
Follow RIDBC values, policies, procedures and statutory obligations	Follows RIDBC policies, procedures and statutory obligations
Ensure a safe working environment for self and others	All Workplace health and safety programs are followed to ensure a safe working environment for self and others.
Support	Able to attend workplace to provide Phone Support during core working hours of 8.30am to 5pm
Knowledge, skills and experience – Required to perform this role	
<ul style="list-style-type: none"> 18 months experience in providing IT Service desk support Proficiency in English Excellent written and verbal communication skills Working knowledge of help desk software, databases and remote control Strong client-facing and communication skills Advanced troubleshooting and multi-tasking skills Customer service orientated A current NSW driver's licence Compliance with Child Protection Legislation Cert IV in Information Technology or equivalent 	
Personal Attributes	
Good team member with excellent communication skills	
Outcomes focused	
Values driven with strong personal and organisation values match	
Service and delivery oriented	
Proactive and persistent	
Collaborative and consultative	
Eager to grow and learn new process and systems.	
Service and delivery orientation	
Challenges	
Types of challenges	How the position deals with them

Complex organisational work practices and diverse stakeholders with often competing priorities	Navigate through the complex structures, show understanding and empathy with differences within RIDBC
Geographically dispersed stakeholders and sites	Stakeholder engagement and identification of service and delivery modes that meet the needs of the site and the services delivered from those sites
Promoting and encouraging innovation of both service and delivery, in a traditional and historically conservative environment	Stakeholder engagement and identification of service and delivery modes that fit with both our brand and strategy
High Volume of Service Demand	Engaging with clients and informing the procession of service request, also updating service tickets with current progression and communication information



Staff member's name (print):		Date:
Staff member's signature:		

Supervisor's name (print):	David Cargill	Date:
Supervisor's signature:		