

Helpdesk Support Officer

Reports to	Coordinator Helpdesk and Infrastructure	Direct Reports	N/A
Classification	Band 5		
Position number	332021		

What will you do?

Service Delivery

- Provide IT Helpdesk support to Manningham Council's employees and Councillors (including home support where required for Councillors) for all of the Council's IT systems.
- Be flexible around IT Helpdesk hours of operation (7:30am-6:00pm weekdays).

Systems and process

- Provide and maintain technical support documentation and records as required.
- Assist with the rollout of technology programs as required.

People

- Act as the 'human interface' of the IT department to Manningham Council's staff and Councillors for IT Helpdesk related issues.
- Assist other members of the team and the Service Unit in the efficient operation of Manningham Council's IT infrastructure as required.

Who are you?

- Tertiary qualified in Information Technology or related discipline.
- Relevant work experience in similar IT Support roles.
- Experience working with Office 365/Windows 10/Adobe Suite.
- Able to support all levels of the organisation.
- Able to explain technical concepts in clear non-technical terms.
- Excellent communication skills including impeccable telephone manner.
- Technical experience in supporting Microsoft Teams and Mitel Telephony an advantage.

What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step-up in times of need.

Helpdesk Support Officer

What are your key responsibilities?

Service delivery	<ul style="list-style-type: none">• Provide IT Helpdesk support to Manningham Council's employees and Councillors (including home support where required for Councillors) for all of the Council's IT systems.• Address and resolve basic incidents and requests; logging all incidents and requests• Undertake tasks associated with IT user account maintenance including creation, modification and removal and IT systems access.• Provide support for Manningham Council's Telephony Solution, notebooks, monitors, smart phones and tablets including liaison with 3rd party suppliers as needed.• Be flexible around IT Helpdesk hours of operation (7:30am-6:00pm weekdays).
Systems and process	<ul style="list-style-type: none">• Provide and maintain technical support documentation and records as required.• Assist with the rollout of technology programs as required.• Be constantly working within the ITIL methodology.• Assist with compilation and management of IT asset registers• Proactively manage stock levels of consumables, spares and replacement equipment.
People	<ul style="list-style-type: none">• Act as the 'human interface' of the IT department to Manningham Council's staff and Councillors for IT Helpdesk related issues.• Assist in the provision of IT induction training across the organisation as required.• Provide technical advice to end users on application software problems.• Assist other members of the team and the Service Unit in the efficient operation of Manningham Council's IT infrastructure as required.• Create a positive customer support experience, ensuring timely resolution or escalation, communicating promptly on progress and handling users with a consummately professional attitude.

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Accountable for providing high quality IT support and technical resolution services in accordance with the Information Technology Unit's Business Plan. • Ability to assist in maintaining the organisation's IT infrastructure in a fully operational and functional state.
Judgement and decision making	<ul style="list-style-type: none"> • Responsible for provision of IT advice and recommendations to internal and external customers that meets their needs in the most efficient and effective manner. • Ability to identify and analyse problems associated with technology, often across a range of projects to ensure the achievement of business objectives. • Displays initiative and thinks creatively using their experience in relation to solving problems in line with operational policies, procedures and knowledge. • Guidance and advice usually available within the timeframe to make a decision. • Capacity to review of existing policies, procedures and systems and to recommend appropriate improvements.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Ability to produce technical reports and written correspondence. • Knowledge and championing the adoption of ITIL. • Ability to translate user requirements into functional business system outcomes. • Ability to adhere to the quality and safety management procedures to ensure trouble-free operation for users. • Knowledge of Local Government and other relevant Acts and Regulations.
Management skills	<ul style="list-style-type: none"> • Proven ability to effectively prioritise and manage varying workloads across multiple projects with competing timeframes. • Ability to effectively manage external vendor and supplier relationships to maximize effectiveness of service delivery to the unit and organisation. • Ability to identify and prioritise operational issues requiring resolution with other technical staff in the organisation or its vendors/suppliers.
Interpersonal skills	<ul style="list-style-type: none"> • Ability to provide advice on the appropriate use of IT technology to assist staff utilise equipment in an effective and efficient manner. • Ability to work as a team and independently in a highly demanding environment. • Ability to effectively communicate issues to both technical and non-technical users of the Unit's services.
Qualifications and experience	<ul style="list-style-type: none"> • Tertiary qualified in Information Technology or related discipline • Relevant work experience in similar IT Support roles • Experience working with Office 365/Windows 10/Adobe Suite. • Able to support all levels of the organisation, • Able to explain technical concepts in clear non-technical terms. • Excellent communication skills including impeccable telephone manner. • Technical experience in supporting Microsoft Teams and Mitel Telephony an advantage.