

# Position Description



## End User Computing (EUC) Officer

### Business Systems & Information

#### Reporting to End User Computing (EUC) Manager

#### Position Purpose

Support the operations of the Service Desk and provide reactive and proactive incident resolution & service request management to facilitate the restoration of normal operational service. Ensure minimal impact on the customer within agreed service levels and business priorities; puts safety first.

#### Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Provide primarily first and some second level support services across WaterNSW in order to facilitate the restoration of normal operational services with minimal business impact on the client within established Service Level Agreements (SLA) and Operating Level Agreement (OLA) time frames, meeting or exceeding customer's requirements and expectations.
4. Assist in collecting the Service Desk and telephony metrics to enable the performance of the Service Desk to be measured and continually improved.
5. Ensure that all Service Desk records assigned to the team are accurately maintained and regularly updated so that they reflect correct classification and all actions taken in sufficient detail; and that customers are regularly advised on the progress of their incidents, enquires and work requests.
6. Contribute to the continuous improvement of processes, knowledge base and vendor relationships.
7. Assist in the resolution of identified problems.

## Key Challenges

- The high volume of workflow within the Service Desk requires the position holder to be able to regularly monitor status of problems and adjust priorities based on evolving business needs.
- Encouraging a customer focus within the BS&I branch given the traditionally technical orientation of BS&I staff.
- Maintaining awareness and knowledge of latest industry developments, trends and best practice in the face of rapid and wide-ranging developments in IT and call centre technology.

## Significant Internal Relationships

Stakeholder	Purpose of Relationship
All WaterNSW Staff	First point of contact for IT related support services
End User Computing Manager	Escalate issues, keep informed, advise and receive instructions
End User Computing Support Officer	Escalate issues, support the work team and work collaboratively to contribute to achieving the team's objectives

## Significant External Relationships

Stakeholder	Purpose of Relationship
External contractors and vendors	Facilitate service and technical support services including software and hardware vendors and telecommunications providers

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

People	Level	
Driving Performance	A	<ul style="list-style-type: none"> <li>• Communicates clear expectations about what is required</li> <li>• Conducts regular one on one meetings to provide regular feedback on work progress</li> <li>• Is quick to initiate constructive conversations in relation to performance</li> <li>• Actively listens to understand before responding</li> </ul>
Awareness and Personal Resilience	A	<ul style="list-style-type: none"> <li>• Recognises own emotions and their effects, and is always aware of own response to pressure and change</li> <li>• Uses effective strategies to stay calm and composed under pressure</li> <li>• Continuously demonstrates personal integrity, honesty and sincerity</li> </ul>

		<ul style="list-style-type: none"> <li>• Recognises when to ask for support when under stress</li> </ul>
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Customer	Level	
Customer and Service Responsiveness	A	<ul style="list-style-type: none"> <li>• Uses appropriate questioning techniques to understand the underlying issue for a customer</li> <li>• Takes responsibility for delivering on promises made</li> <li>• Takes responsibility to resolve or escalate customer issues</li> <li>• Understands own and teams' impact on the customer and services provided</li> </ul>

Business	Level	
Analysis and Problem Solving	A	<ul style="list-style-type: none"> <li>• Finds and uses information from a variety of sources when solving problems</li> <li>• Diagnoses the root cause of a problem to ensure solutions are effective</li> <li>• Uses logic and common-sense principles to understand problems and identify solutions</li> <li>• Implements solutions within own work</li> </ul>
Planning and Delivering Results	A	<ul style="list-style-type: none"> <li>• Completes work in a timely manner to expected standards</li> <li>• Identifies issues or roadblocks, looks to solve first and if needed advises upwards</li> <li>• Plans and organises work by drawing on necessary tools and resources</li> <li>• Monitors the progress of plans and deliverables</li> </ul>

		<ul style="list-style-type: none"> <li>Identifies more critical and less critical activities; adjusts priorities when appropriate</li> <li>Displays drive and a clear focus on achieving results</li> </ul>
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### Technical Competencies

Competency	Level	
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### Mandatory Candidate Requirements

#### Qualifications:

- Relevant qualifications in Information Technology or a related field, or equivalent knowledge and experience
- Current NSW Drivers Licence

#### Knowledge:

- Current working knowledge of a wide range of computer technologies including desktop hardware, operating systems, peripherals and office automation products.

#### Experience:

- Proven experience working in a service/help desk role with exceptional customer service skills and the ability to perform well under pressure, manage conflicting priorities and meet deadlines.
- Well-developed verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively, accurate and concise documents, and the effective interaction with staff at all levels within the organisation and key stakeholders, including the ability to communicate solutions to technical and non-technical stakeholders.
- Proven experience in administering call centre telephony systems (Alcatel) and Service Desk management systems (ServiceNow) and producing management reports from each.
- Proven experience in analysis, problem solving and reporting in relation to IT issues

### **Favourable Candidate Requirements**

- Assist with the development and enhancement of relevant standards, procedures, and guidelines
- Commitment and capacity to attain ITIL accreditation at least the Foundation Certificate level

### **Pre-Employment Checks Required**

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – Office based
- Police Check