POSITION TITLE	IT Help Desk Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 5
DIRECTORATE	Corporate & Community
BUSINESS UNIT	Network
REPORTS TO	IT Help Desk Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

This position will assist the IT Helpdesk Officer with help desk support and requires a strong focus on customer satisfaction, timeliness and team contribution.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Help Desk and IT Support

- Ensure timely customer support and knowledge transfer with minimal disruption, whilst recognising normal customer activities.
- Provide a highly professional, responsive and customer oriented approach at all times.
- Be highly visible and present as one of the first points of contact for IT service.
- Installation and configuration of new hardware, as specified in Council's replacement PC program.

- Assist with the imaging of new PC's and the returning of leased equipment.
- Under direction, implement hardware and software application releases with minimal disruption, whilst recognising normal customer activities.
- Assist in the maintenance of Council's photocopiers, printers and infrastructure.
- Assist users with the setup of audio visual equipment.
- Ensure IT equipment rooms are organised, clean and secure.
- Assist with management of Council's mobile device fleet.
- Carry out other duties within the limits of the employee's skill, competence and training.

Planning

In consultation with the IT Help Desk Coordinator, participate and contribute to team based activities that may include:

- Project planning
- Brainstorming
- Process Improvement Teams
- Customer service monitoring
- Product evaluation and selection

Accountability and Extent of Authority

This position is accountable for:

- Assisting with the provision of basic IT advice and help desk support.
- Assisting with the support of Councils LAN and WAN network including hardware, software and associated peripherals.
- Assist with the maintenance of Councils IT asset hardware and software register
- The installation of hardware, software and peripherals as required.
- Keeping the customer happy, recognising their technical ability and provision of above average customer service.
- Making a positive contribution to the achievement of Information Services goals and objectives.

OUR VALUES

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust   Talk straight – Say what you mean and mean what you say

               Create transparency – Do not withhold information unnecessarily or inappropriately

               Right wrongs

               Practice accountability – Take responsibility for results without excuses

               Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
	Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes
	Speak of those that are absent only in a positive way

Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

PERSONAL COMPETENCIES

For details of personal and leadership competencies relating your role, please see Attachment 1.

JUDGEMENT AND DECISION-MAKING SKILLS

- With direction, use judgement to make decisions on the selection of the best method, technology, process or equipment from a range of available alternatives to meet the objectives of the work.
- With assistance, resolve problems of a technical nature using procedures, guidelines, professional and technical knowledge.

SPECIALIST KNOWLEDGE AND SKILLS

- The ability to analyse, identify and solve problems and provide advice to customers.
- A knowledge of Council's desktop operating system Windows 10/11.
- The ability to:
    - Modify, correct and upgrade software programs;
    - Install new and upgraded hardware, software and related peripherals in the Windows environment;
- Some technical writing skills to ensure quality reference notes are kept.
- The ability to maintain confidentiality.
- Ability to work with minimum supervision.
- The ability to work as a member of a multi-disciplinary team to meet organisational requirements.
- Excellent customer service skills.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific set objectives in the most efficient way possible within the resources available and within a set timetable.

INTERPERSONAL SKILLS

- Good verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of problems.
- Good written communication skills to communicate with clients, members of the public, and other employees.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position.

CUSTOMER CARE

Meet council's Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer's issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring that the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.

EMERGENCY MANAGEMENT

As part of this role, the incumbent is expected to assist Wodonga Council in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Wodonga Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of council. To contribute to upholding this commitment you must have the ability to:

- Comply with and adhere to Occupational Health and Safety (OH&S) and risk systems of management (i.e. policies, procedures, Safe Operating Procedures etc.) to ensure your safety and the safety of others;
- Assist with the identification, assessment, evaluation and monitoring of risks and hazards within your area;

- Report any incidents, hazards or near misses immediately; and
- Contribute to participative arrangements for effective OH&S and risk management.

QUALIFICATIONS AND EXPERIENCE

- Completion of an IT qualification.
- Industry experience preferred but not essential.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required).

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

KEY SELECTION CRITERIA

1. Proven enthusiasm for Information Technology and a commitment to furthering knowledge through ongoing education in this field.
2. A positive and enthusiastic attitude.
3. The ability to work collaboratively in a team environment.
4. Demonstrated customer service skills.
5. Driver's Licence (minimum Provisional licence).

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION	BUILD AND ENHANCE RELATIONSHIPS	PLAN, ORGANISE AND DELIVER
Understanding and valuing our customer needs to make sure we provide quality customer service.	Collaborating and working with our people and community.	Performing work to the best of our ability to deliver successful outcomes for our people and community.

FUTURE FOCUS	PEOPLE DEVELOPMENT	MANAGE HEALTH AND WELLBEING	SAFETY AND RISK MANAGEMENT
Identifying ways we can do better and anticipating future opportunities.	Looking after the personal and professional growth of our people.	Recognising the importance of staff health and wellbeing.	Prioritising safe and ethical behaviour and decision-making in everything we do.

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	• Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships

Works co-operatively and effectively with others.	• Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	• Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	• Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	• Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	• Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Provision of information technology (IT) customer service support, and infrastructure projects	Desk based and IT infrastructure duties relating to the role	• Liaison with staff of all levels • Phone use • Photocopier use • Use of computers and multiple IT programs / systems • Hardware and software maintenance • Installation of hardware, software and peripherals • Customer service and help desk support • Time management • Handwriting notes • Driving company vehicles • Operate within budget and timeframes • Involvement in team planning and objective delivery	Sitting			X	
			Standing		X		
			Walking			X	
			Lifting < 10kgs			X	
			Carrying			X	
			Pushing		X		
			Pulling		X		
			Climbing	X			
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Fine motor				X
			Neck postures			X	
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making	X			
			Complex problem solving		X		
			Supervision of others	X			
			Interaction with others				X
			Exposure to confrontation		X		
			Respond to change		X		
			Prioritisation				X