POSITION DESCRIPTION

CITY OF BALLARAT

POSITION	ICT Customer Support Officer
POSITION NUMBER	
CLASSIFICATION	Band 4
AGREEMENT	Ballarat City Council Enterprise Agreement No. 8 2019
DIVISION	Corporate Services
UNIT	ICT Operations
MANAGER	Team Leader ICT Service Delivery
DATE UPDATED	March 2021

1.   ORGANISATIONAL CONTEXT

This position is part of the ICT Operations team within the Information Services unit. ICT Operations is responsible for managing all Council ICT systems and assets, as well as GIS and telecommunications systems.

The Service Delivery team provides first and second level ICT support across the organisation. As part of the Service Delivery team, the role will provide timely and friendly customer support and incident resolution. It will also help in the development of the Service Delivery team through contributions to improvements in support systems, processes, and knowledge base.

From a Health and Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers
- Follow City of Ballarat policies and procedures.

  Report hazards and other unsafe practices.

- Report injuries as soon as possible to your Manager/Supervisor.

- Participate constructively in all forums set up to investigate, improve or communicate safety.

ICT Services' values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:

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LEADERSHIP • Act with integrity • Strive to make a difference • Assist those around us to succeed	**OUTCOMES** • Strive to achieve best outcomes for ourselves, the Business & the community • Contribute to the forward direction of the Business & ICT. • Share in the business' challenges & successes
LOYALTY • Be faithful to the commitments & the values of City of Ballarat • Treat others with respect & dignity	**EXCELLENCE** • Conduct oneself with vision, tenacity & resolve. • Strive to reach both personal & professional heights.

2.   POSITION OBJECTIVES

- Provide responsive, high-quality ICT support and services across the organisation, using industry best-practices.
- Follow service delivery procedures, processes and documentation.
- Deliver a strong customer-focused and professional support experience across the organisation.

3.   KEY RESPONSIBILITY AREAS

- Provide a responsive and customer-focused first point of contact for ICT support across the organisation, ensuring customer satisfaction.
- Log, troubleshoot and resolve requests and incidents using our service management tools.
- Resolve incidents with high-level troubleshooting skills.
- Provide support to corporate applications and systems, as well as various nonstandard applications used across the organisation.
- Provision and support desktop, laptop and mobile devices, including asset registration, configuration and physical placement to all council locations as required.
- Document service delivery procedures and processes.
- Support and assist other members of the ICT Operations unit as required.
- Participate in other duties and projects under the direction of the Team Leader.

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4. ORGANISATIONAL RELATIONSHIPS

Reports to: Team Leader ICT Service Delivery

Internal Liaisons: All Staff & Councillors

External Liaisons: Service and Product Suppliers, User Groups and Forums, Colleagues in other councils

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to complete tasks within specific guidelines and apply established procedures.
- Contribute to the efficient and effective operation of the ICT unit to deliver a quality customer focused service.
- Authority to expend from the ICT budget provided the expenditure is in accordance with the approved budget and within expenditure limits.
- Responsible for planning work one week in advance.

6. JUDGEMENT AND DECISION MAKING

- Use own judgement, initiative and critical thinking skills to resolve issues from a range of available alternatives, with guidance available within the time required to make a choice.
- Decisions of a non-routine, politically sensitive nature or likely to have significant effects on the organisation must be referred to the Team Leader.
- A capacity to identify important issues and risks to ensure Council devices are effectively maintained.

7. SPECIALIST SKILLS AND KNOWLEDGE

- Experience providing ICT support.
- Strong ability to learn and support various non-standard applications in a corporate environment.
- Knowledge and capability in the use, administration and support of Microsoft Windows and Microsoft Office.
- An understanding of Microsoft infrastructure technologies and associated tools, such as Active Directory, Group Policy, etc.
- An understanding of remote access technologies (APN, VPN, etc.).
- An understanding of virtual desktop and server technologies.
- Understanding and experience in computer hardware troubleshooting.
- The ability to work in a team environment, provide technical support to other members of the unit and to provide secondary support for several ICT functions.
- Knowledge of ITIL framework and practices.
- Knowledge of the computer industry and the ability to keep abreast of developments, particularly as they relate to ICT support, and Council's ICT environment.

LEADERSHIP | OUTCOMES | LOYALTY | EXCELLENCE

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8.   MANAGEMENT SKILLS

- Ability to effectively plan, organise and manage own time to achieve targets and meet deadlines.
- Demonstrate a strong commitment to change processes.
- Awareness of Occupational Health & Safety procedures, and a commitment to comply.

9.   INTERPERSONAL SKILLS

- Strong customer service skills, with an emphasis on customer-focused outcomes.
- Ability to show understanding and patience in communicating with users, customers and third-party vendors.
- Friendly yet professional communication style.
- Written communication skills to effectively prepare routine correspondence and reports as required.
- Actively participate in a team environment to:
    - o   Share workloads & knowledge
    - o   Solve problems collaboratively
    - o   Assist each other with management of projects
    - o   Collectively make decisions
    - o   Demonstrate an openness to change

10.   QUALIFICATIONS AND EXPERIENCE.

- Certificate IV in Information Technology, or equivalent industry experience.
- Industry experience providing high-quality IT support in a corporate environment.
- Proficiency in using IT service management tools to resolve requests and incidents.
- Broad experience supporting Microsoft Azure, Operating Systems and Office products and a variety of non-standard software applications.

11.   SELECTION CRITERIA

- Certificate IV in Information Technology, and/or equivalent industry experience working in an ICT support role.
- Demonstrated ability and commitment in providing an excellent customer service experience, with a high degree of customer satisfaction.
- Excellent communication skills, both oral and written, including a proven ability to communicate effectively with those of varying technical understanding.
- Demonstrated troubleshooting skills, with an ability to learn.
- Demonstrated knowledge and experience supporting Microsoft Azure, Windows and Office products.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.