

POSITION DESCRIPTION

POSITION	POSITION NUMBER
ICT Customer Support Senior Officer	1525b
CLASSIFICATION	ANZCO CODE
Band 5	
DEPARTMENT	DIVISION
ICT Department	Corporate Services
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 8, 2019	Gordon Building

Position Objectives

The ICT Customer Support Senior Officer is responsible for a number of outcomes:

- Provides proven senior technical experience and strategic insights to meet the IT needs of the City of Ballarat.
- Works in close coordination with the ICT teams to devise, plan, implement and manage a comprehensive, integrated, client service operation for the City of Ballarat.
- Undertaking the delivery of frontline technical support for the City of Ballarat.
- Update and document best practices and support procedures.
- Participate in technical research and development to enable continuing innovation and improvement within the current environment.
- Participate in the planning, design, development and implementation of policies and procedures to ensure system access that is consistent with council goals, industry best practices, and regulatory requirements.
- Completion of other tasks, such as report writing and general project assistance as required.
- Building on and maintaining a professional culture within the team, where individuals take ownership and are fastidious and proud of delivering excellence and quality.
- To act professionally when representing City of Ballarat at forums or events as required.

Key Responsibility Areas

Strategy & Planning

- To implement improvements to our products, services, processes and knowledge sharing within the team.
- To facilitate the smooth delivery of all projects, enhancements and support delivered by the team.
- To have a clear task list and plan for inducting new members into the team and bring them up-to-speed as quickly as possible.

Desktop Support Services

- Manage the installation and maintenance of hardware and software including notebooks, printers, mobile devices, multimedia displays, video conference system support and Councillor support.
- Develop procedures as required covering support and imaging.
- Test, plan and supervise the deployment of:
 - new operating system releases
 - device images
 - vendor patches
 - commercial software releases
 - and under the direction of the ICT support teams (Core and Business) - City of Ballarat approved application software
- Manage the diagnoses and repair of hardware and contact appropriate service vendors when necessary.
- Recommend solutions, supervise and check that problems have been corrected and maintain records of work performed.
- Develop and document standardised user processes and procedures documentation into an ICT

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Operations Manual.

- Provide standard support to City of Ballarat approved applications.
- To diagnose and resolve software and hardware incidents, including operating systems and across a range of City of Ballarat approved software applications.
- To accurately record, update and document requests using the IT service desk system.
- To install and configure new ICT equipment.
- To resolve incidents and upgrade different types of software and hardware.
- To resolve incidents with printers, copiers and scanners.
- To create, maintain and publish relevant support documentation in order to assist the City of Ballarat in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
- Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.

Service Desk

- Drafts and maintains procedures and documentation for desktop support.
- Ensures that all requests for support are dealt with according to set standards and procedures.
- Manage licensing and subscriptions to ensure compliance and availability of systems.
- Identify improvements to IT documentation and processes/procedures.
- Maintain up-to-date knowledge of emerging tools and technologies.
- Facilitate the process to collect feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to customer to ease in troubleshooting.
- Update and maintain technical support/knowledge base.
- Ensure all calls are logged in the service desk logging system.
- Support users in the use of computer equipment by providing necessary training and advice.
- Maintain an ICT Operations Manual to ensure consistency of response across the ICT Customer Support Team.
- Continuously update the list of knowledge base articles regarding services and procedures.
- Compile lists of FAQs where recommended solutions can be made available to users to increase users' ability to resolve incidents.
- Identify potential users' training requirements (such as basic skills in Windows) and provide recommendations for training actions.
- Analyse incident trends, and recommend and implement actions, with approval, to reduce incidents.
- Keep users regularly updated with alerts advising of any new or changed information.
- Maintain and nurture business relationships through effective communication with internal stakeholders.

Customer Focus

- To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Take on a wider customer service role and promote the customer service ethic to maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Ensure they take ownership of user problems and be proactive when dealing with user issues.
- Communicate to users in English, using terms that are clearly understood by the users and consistent with those used by the City of Ballarat.
- Maintain and nurture business relationships through effective communication with internal stakeholders.
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.
- To assist all our users with any logged ICT related incident when called upon or assigned.

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Communication and problem solving

- To assist in critical support issues where your experience is required to ascertain the issue quickly and to find the more appropriate resolution.
- To contribute regularly to discussions regarding internal process and system improvements in order to ensure maximum efficiency across the City of Ballarat, including suggesting technical solutions to problems.
- To instigate cross team ideas and initiatives – to bring products and services together.
- To strive to ensure that processes and appropriate levels of knowledge are shared between teams and members.
- To make sure written reports are written and adhere to brand/template and department communication is at an excellent and professional level.
- To make sure solutions consider all possible risks and contain the appropriate contingency.

Technical support

- To oversee the technical strategy and implementation of our own support stream activities – to make sure they apply to the same standards that we have.
- Ability to identify problem areas and opportunities for improvement.

Best practice

- To stay aware of latest patches, updates and security threats and to make sure we mitigate against these risks against known industry standards.
- To make sure that the team is aware of these issues.
- To ensure the team develops a strong understanding of the products in use across the City of Ballarat and industry and see where these products could be of benefit to the City of Ballarat.
- To take a buy before build approach to products to gain a rapid delivery model.
- To efficiently manage your workload.
- To accurately record your time using the company timesheet system.
- To ensure your knowledge of the ICT industry is kept up to date and relevant by networking/researching/reading blogs and news sources.
- To speak/contribute to local government industry events and forums as required.
- To freely share knowledge, insight, best practice and ideas.

Innovation and research and development

- To proactively drive innovation with new ideas and options made available by new technologies.
- To maintain and actively contribute to a list of innovation & research projects.
- To assist by offering strategic and technical advice for anyone working on these projects.
- Implementing and monitoring ongoing strategies to enable us to deliver quality and excellence through robust testing, education and policies that are balanced and appropriate to the scope of project being delivered.
- To foster a focus on excellence across the ICT Customer Support team.

REPORTS TO:	DIRECT REPORTS:
ICT Customer Support Team Leader	N/a
ORGANISATIONAL RELATIONSHIPS	
Internal: All City of Ballarat Employees	External: Service and Product suppliers, colleagues in other councils

Accountability and Extent of Authority

- Participating in continuous improvement opportunities within the business unit, proposing and implementing solutions which may impact the entire City of Ballarat population.

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- Ensure that the ICT asset management system is complied with.
- Raise system issues, and leverage supplier support, escalating issues for resolution and problem solving as required. This includes making recommendations on solutions and contract management with supplier engagement. Forecast potential issues and make recommendations on appropriate solutions.

Judgement and Decision Making

- Expected to contribute to the development and adaptation of methods, procedures and processes.
- Use own judgement, initiative and critical thinking skills to assess value of existing support and maintenance agreements, and to propose alternatives, with some creativity and originality as required.
- Guidance and advice will be available usually within the time required to make a choice.
- Decisions of a politically sensitive nature or where it is likely to have a significant effect on the organisation must be referred to the Executive Manager ICT.

Specialist Skills and Knowledge

- A senior level Service Desk technician with strong and successful technical lead experience.
- Knowledge of Service Management.
- Highly numerate and literate, with the ability to produce top quality reports, operational documentation and implementation communications.
- Proactive and highly organised, with strong time management and planning skills.
- Able to meet tight deadlines and remain calm under pressure.
- Any other duties within ICT as directed by the Executive Manager of ICT.

Management Skills

- Ability to effectively plan, organise and manage own time to achieve targets and meet deadlines to achieve specific and set objectives in the most efficient way possible with the resources available and within set timeframes.
- Demonstrated exposure to project management, and the ability to support the co-ordination and delivery of project milestones.
- Ability to set priorities and to adapt to changing circumstances.
- Ability to coordinate activities with peers, third parties and stakeholders.
- Awareness of Occupational Health & Safety and Equal Opportunity procedures, and a commitment to comply.

Interpersonal Skills

- Ability to gain co-operation of clients and stakeholders in the administration of contracts and agreements.
- Ability to show understanding and patience in communicating with users, customers and third-party vendors.
- Professional communication style.
- Excellent written correspondence skills to write reports.
- Actively participate in a team environment to:
 - Share workloads & knowledge.
 - Solve problems collaboratively.
 - Assist each other with management of projects.
 - Demonstrate an openness to change and innovation.
 - Collectively make decisions.

Qualifications and Experience

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- Demonstrable experience in Service Desk leadership, and in customer service to the extent that it relates to delivery of services.
- Demonstrated ability to support others to pre-determined outcomes.
- Demonstrable experience with hardware and software troubleshooting functions, including familiarity with using set procedures and policies to guide decision making.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated experience as listed in the Specialist Skills and Knowledge section.
- Demonstrated ability to champion, model and promote corporate values.
- Excellent communication skills, both oral and written, including a proven ability to communicate effectively with those of varying technical understanding.
- Strong troubleshooting skills, with an ability to learn.
- Experience working in an ICT support role.
- Professional attitude – and leading by example.
- Passionate about ITIL Service Management with a general thirst for digital knowledge and a significant interest in supporting legacy and new emerging technologies.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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