Skip to main content

Australian Government

Department of Climate Change, Energy, the Environment and Water

About the Department   Jobs List   Job Search

Regional Service Field Support Officers

- APS 6 - $88,408 - $100,378 per annum plus superannuation
- Information and Communications Technology Division
- Brisbane, QLD,Canberra, ACT,Darwin, NT,Kakadu National Park,Melbourne, VIC,Sydney, NSW

- Join a growing ICT Support team to lead the transformation of DCCEEW ICT
- Flexibility to provide work/life balance
- Development opportunities and a dynamic environment

Who we are
The ICT Services Division supports the Department of Climate Change, Energy, the Environment and Water in the delivery of business priorities by development, maintenance, testing and supporting the department's applications and systems, administration of ICT policy, frameworks, and practices and management and production of digital communication platforms and channels.

The ICT Operational Services & Infrastructure Branch is responsible for ensuring the Department has a dependable, secure and integrated information environment capable of supporting its operational and policy needs.

The ICT Service Operations team performs management, service delivery and support of the Departments ICT systems and processes, based on best practice approach to ensure continuity of services.

The Job
- Technical Support:
  - Provide expert technical support to end-users, resolving hardware and software issues efficiently.
- Field Assistance:
  - Conduct on-site visits to resolve complex IT problems, ensuring minimal disruption to operations.
- Troubleshooting:
  - Diagnose network and system problems, implementing solutions in a timely manner.
- Incident Management:

- Manage and document IT incidents, ensuring compliance with organizational protocols.
- User Training:
  - Deliver training sessions to improve end-users' IT proficiency and awareness.
- Hardware/Software Upkeep:
  - Maintain and update hardware, software, and peripheral devices, ensuring optimal functionality.
- Security Compliance:
  - Ensure compliance with cybersecurity policies and protocols, safeguarding sensitive information.
- Documentation:
  - Maintain comprehensive records of service requests, resolutions, and technical documentation.
- Inventory Management:
  - Oversee IT asset inventory, tracking equipment, and ordering replacements as needed.
- Collaboration:
  - Collaborate with other IT teams to support technology initiatives and projects.

What we are looking for
Knowledge and experience
- Technical Proficiency:
  - In-depth knowledge of IT hardware, software, and networking systems, including the ability to troubleshoot complex technical issues.
- Field Experience:
  - Proven experience in providing on-site support and resolving IT problems in a regional or field setting.
- Incident Management:
  - Demonstrated ability to manage and document IT incidents, following organizational protocols and best practices.
- User Training:
  - Experience in conducting effective training sessions to enhance end-users IT skills and awareness.
- Cybersecurity Awareness:
  - Strong understanding of cybersecurity principles and the capability to implement and enforce security measures.
- Documentation Skills:
  - Proficiency in maintaining accurate records, including service requests, resolutions, and technical documentation.
- Teamwork:
  - A track record of collaborating effectively with cross-functional IT teams, contributing to a cohesive working environment.
- Adaptability:
  - Proven ability to adapt to rapidly evolving technology and business needs while ensuring continuous service excellence.
- Time Management:
  - Strong organizational skills for efficient management of multiple service requests and deadlines.

Skills and capabilities
- Effective Communication:
  - Exceptional communication skills with the capacity to translate complex technical language into user-friendly terms when dealing with end-users.
- Customer-Centric Approach:
  - Demonstrated dedication to providing exceptional customer service and a solution-focused attitude when addressing end-users needs.
- Problem Solving:

- Proficiency in identifying and solving complex IT issues efficiently to minimize disruptions.
- Cybersecurity:
  - The ability to implement and maintain cybersecurity best practices, ensuring the safety and integrity of IT systems and data.
- Technical Documentation:
  - Proficient in creating and maintaining detailed technical documentation, facilitating efficient service delivery.
- Collaborative Spirit:
  - Strong teamwork skills and an eagerness to work harmoniously with other IT teams to support initiatives and projects.
- Adaptability:
  - A willingness to adapt to the changing technology landscape and a proactive approach to staying current with IT trends.

Desirable qualifications
Experience in ICT support

Eligibility and other requirements
Citizenship - To be eligible for employment with the Department of Climate Change, Energy, the Environment and Water you must be an Australian citizen.

Security Clearance - This position requires a Baseline Vetting security clearance. You will be required to obtain and maintain a clearance at this level.

For additional information, please read the Job Description below.

[Candidate Information Pack (PDF)](#)

[Candidate Information Pack (Docx)](#)

[Job Description](#)

How to apply:

- Start your application by clicking the "begin" button.
- [Login to an existing account](#) or [reset your password](#)
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Back   Begin