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Service Desk Officer



Royal Australian Mint ★ 4.8 · [6 reviews](#)

📍 Deakin, Canberra ACT

🏢 Help Desk & IT Support (Information & Communication Technology)

🕒 Full time

Posted 2d ago

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Service Desk Officer

- APS Level 5
- Ongoing
- \$80,328 - \$84,688

Working within the IT Service Delivery team, the Service Desk Officer provides customer focused Service Desk services to approximately 260 employees within an ITIL framework. As the first point of contact for the IT section, the Service Desk Officer receives, prioritises, and allocates incoming service requests and incidents. They also resolve first and some second level service requests and incidents.

The Service Desk Support Officer develops and maintains ICT asset registers, procedures and documentation for level 1 and 2 services, incident resolutions and problem workarounds. They are responsible for identifying and resolving or escalating repeating incidents and assessing the impacts on the wider business. They apply creativity to identify solutions and new technologies, fostering an environment of continuous improvement.

The duties of this position include:

1. Providing customer focused Service Desk services including actioning, prioritising and allocating service requests and incidents, and resolving level 1 and some level 2 requests/incidents.
2. Identifying and investigating repeat incidents to determine underlying problems, including identifying the impact, developing and implementing workarounds or solutions, or escalating the problem to relevant stakeholders within an ITIL framework.
3. Assigning and/or deploying ICT hardware and software to stakeholders, and performing annual ICT asset stocktakes.
4. Liaising with external support contacts for level 1 and 2 ICT services and incident remediation.
5. Maintaining and servicing a range of ICT systems, hardware and applications to support business needs.
6. Contributing to continuous improvement by identifying and implementing new technologies, modifying processes and service offerings, and undertaking broader IT initiatives.
7. Coordinating with business areas, and providing information and advice to support and achieve IT requirements.
8. Developing and maintaining procedures, and documentation for level 1 and 2 services, incident resolutions and problem workarounds.
9. Ensuring compliance with team, branch, Mint and whole of government procedures, policies and frameworks.

Security clearance

This position requires a Negative Vetting Level 1 security clearance. The successful applicant will be required to obtain and maintain a clearance at this level.

How to apply

Please submit your application by **11:30pm on Tuesday, 21 November 2023**. You will need to upload:

- A current resume
- A one-page-pitch that describes how your skills meet the requirements of the role as detailed in the position description.

Applications will need to be submitted through the **APPLY** button at the bottom of this page.

Should you have any questions regarding the role, please contact Sam Coster on **(02) 6202 8770**.

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