Official



Service Desk Officer

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| **Position details** | |
| Position title | Service Desk Officer |
| Classification | APS Level 5 |
| Position number | 1243 and 1244 |
| Branch | Information and Security |
| Reports to | Senior Service Desk Officer (PN 1338) |
| Location | Deakin (Ngunnawal Country) Australian Capital Territory |
| Security clearance | Negative Vetting Level 1 |

## About the Role

## 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.

## Our Ideal Candidate

Our ideal candidate will have:

* experience providing customer service within an ICT Service Desk setting
* knowledge and experience of IT Service Delivery within an ITIL framework
* sound communication skills
* the ability to troubleshoot and resolve technical issues
* practical knowledge or experience in using multiple enterprise applications, including but not limited to:
  + Microsoft Azure & Active Directory
  + ManageEngine ServiceDesk or similar ticketing systems
  + Ivanti MobileIron or other mobile deployment management applications
  + Avaya phone system software management or similar telecommunication management experience
  + Microsoft Endpoint Configuration Manager
* an Information Technology Infrastructure Library (ITIL) certification or the ability to obtain one

## The Duties

The duties of this position include:

1. Providing customer focused Service Desk services includingactioning,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.

## What we offer

* A competitive salary, flexible benefits and generous leave provisions allowing our employees to have the time and financial capability to engage with their interests, family and community outside of work.
* On-the-job training and development where you can gain skills that will give you a firm foundation for your future career.
* Gain informal and formal qualifications while you work through further study and programs to assist our employees.
* Free parking.
* A uniform (for some positions).
* Opportunities to network and travel to participate in other experiences, with a view to adoption or adaption if warranted.
* The satisfaction of working in place where you will be valued and supported.
* Employer superannuation contributions of 15.4%.

## Application Process

The Mint uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the merit principle and our processes are designed to select the right people for our roles.

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| What are the steps? | |
| Apply | Complete and submit your application and a resume. |
| Shortlist | Applicants for this process will be assessed on their written application. |
| Interview | Shortlisted applicants may be invited to attend an interview. Interviews may be held in person, by phone or video. |
| Referees | Referees may be contacted for further assessment of suitability. |
| Integrity checks | Identity documents will be checked via Documentation Verification Service and a National Police Record Check conducted. |
| Process complete | After the decision maker has approved the process, a merit pool may be established. All applicants will be notified of their outcome. |
| Onboarding | We will work with the successful applicant to onboard them and ensure that their commencement at the Mint is a positive experience. |

#### Communication from the Mint

Please ensure the contact information you supply is up to date. Your email address will be used for any further communication. If you are selected for an interview, you will be contacted by telephone or email.

You can update your contact details or withdraw your application at any time through the online recruitment system.

#### Reasonable adjustments

We can provide equipment or support to help you attend an interview or complete an assessment task.

To assist you, we may provide:

* additional time to complete assessments
* an interpreter
* accessible computer hardware and software.

#### Further information

A merit pool may be established to fill future similar vacancies, should they become available within 18 months from the date advertised.

Should you wish to discuss any aspect of this process further, please contact the Human Resources Branch on (02) 6202 6874 or [HR@ramint.gov.au](mailto:HR@ramint.gov.au).