



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Help Desk Officer	Level	4/5
Business Unit	Information Technology	Position Number	00102, 00103, 00104
Directorate	Corporate Services	Date Established	Sept 2011
Reporting to	Service Desk Team Leader	Date Updated	January 2026

2. KEY OBJECTIVES

- Deliver high-quality 1st and 2nd tier IT desktop and application support, including support and assistance for cloud services.
- Manage the standard operating environment and SOE change management systems.
- Identify and assist with the implementation of service process improvements.
- Provide a high level of customer service to both internal and external customers of the I.T. business unit.

3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with legislation, protocols, procedures, processes, work instructions and adopted practices.
- Delivery of an efficient IT service desk function, demonstrating a motivated approach to service delivery.
- Implement and apply processes to manage the City's desktop IT assets including PCs, Monitors, Printers, Copiers, Phones and related Software.
- Best value procurement of desktop IT assets.
- Effective communications and negotiations with all customers, vendors and IT staff.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Comply with Work Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.

4. **KEY ACTIVITIES:**

ACTIVITIES

Outcome: Helpdesk Support

- Respond to requests for assistance in the Help Desk system.
- Provide 1st and 2nd level support to network users in all aspects of desktop hardware and software.
- Provide support to users of the PBX and Cloud systems.
- Record support notes and relevant information in the Help Desk ticketing system.
- Assist Network Support team to resolve server and network problems.
- Participate in developing the capabilities of the Service Desk and I.T. business unit.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Hardware and Software Installation and Repair

- Install and configure new PC hardware and software.
- Diagnose hardware and software faults.
- Upgrade and replace PC hardware components.
- Record and maintain inventory of installed PC's.

Outcome: Customer Service

- Provide a responsive and high-quality support service to users of desktop systems.
- Provide guidance to users in effective day to day use of information technology.
- Make recommendations to the Service Desk Team Leader on improvements to support processes.
- Perform special projects as directed by the Service Desk Team Leader.
- Manage the Help Desk function in the absence of the Service Desk Team Leader.
- Engender positive relationships between IT and customers.

Outcome: Application System Support

- Install and maintain client software required for corporate applications systems.
- Liaise with System Administrators of corporate systems to resolve problems and faults.
- Provide advice and feedback to I.T. team members relevant to the support and operation of corporate application and other SOE application software.

Outcome: Process and Protocol

- Contribute to the development of effective Service Desk protocols, procedures and guidelines.
- Proactively explore and implement improvements to Service Desk support processes.

Outcome: Out of Hours Support

- Deliver emergency support services to a defined range of customers outside of normal business hours on a rostered rotational basis with all Network Services employees.
- Attend nominated meetings outside normal business hours to provide technical support on a rotational basis with all Service Desk employees.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- High level analytical skills.
- Demonstrated verbal, written communication, organisational skills and ability to set priorities.
- Demonstrated interpersonal and customer service skills.
- Problem solving and problem management skills.
- Effective time management skills.
- Ability to learn new technologies.

Knowledge:

- Sound technical knowledge of PC hardware and software.
- Working knowledge of Apple iOS and Android computing devices.
- Sound knowledge of network hardware and protocols.
- Working knowledge of Help Desk support and service management processes.
- Sound knowledge of Microsoft Office software suite.
- Sound knowledge of Internet/Intranet support issues.

Experience:

- Demonstrated experience in an IT Help Desk role working in a team environment.
- Experience in working in an IT Service Desk environment with Microsoft Operating Systems and related Microsoft software.
- Experience in installing, supporting and troubleshooting desktop software applications, operating systems, mobile devices, telephones, data/voice communications and PC/laptop/tablet problems.
- Experience in supporting corporate application systems such as records management systems, finance systems, property systems and email systems.
- Broad experience in support of commonly used PC and mobile applications (Adobe, Apple iOS, Android etc).

Qualifications/Clearances:

- Tertiary qualification in an Information Technology related field or equivalent experience.
- Current WA 'C Class Driver's License.

6. EXTENT OF AUTHORITY

- Freedom to act governed within defined established guidelines and practices.
- Work outcomes are clearly defined and monitored; contributes to the development or work practices and procedures.
- Solutions to problems generally found in precedence, guidelines or instructions. Assistance is usually available.
- Required to exercise judgment and a degree of initiative where procedures/practices are not clearly defined.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under general supervision.

Internal:

- All other business units.
- Mayor and councilors of the City of Joondalup

External:

- Service technicians, consultants, and contractors
- Telecommunication service providers
- Hardware/software vendors and resellers

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
--	---