



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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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
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