



Position Description

ITSM Support Technician

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE:	ITSM Support Technician
AWARD CLASSIFICATION:	Band 5
DEPARTMENT:	Digital & Technology Services
DIVISION:	Organisational Capability and Experience
APPROVED BY:	Chief information and Innovation Officer
APPROVED DATE:	March 2024

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Team Leader ITSM & Cloud Projects
SUPERVISES:	Not Applicable
INTERNAL LIAISONS:	Council Employees and Managers, Executive Team, and Councillors
EXTERNAL LIAISONS:	Suppliers, Consultants and Contractors

POSITION OBJECTIVES

- Act as the first point of contact for incidents and requests, providing levels 1 and 2 technical support to customers.
- Investigate and diagnose issues and promptly allocate unresolved issues as required, meeting or exceeding Service Level Agreements (SLAs).

KEY RESPONSIBILITY AND DUTIES

- Provide first line investigation and diagnosis (via phone, email, and chat) and promptly allocate unresolved issues as appropriate.
- Provide levels 1 and 2 technical supports to customers, including troubleshooting, advice and training related to hardware and software, administration and maintenance of accounts, installing, un-installing, configuring and maintaining both hardware and software, providing users with guidance and access to self-service materials.



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- Take ownership of incidents and requests, including registering/logging, categorising, prioritising, diagnosing, investigating, resolving, and documenting incidents and requests, and, where required, escalating unresolved/open incidents and requests.
- Coordinate and follow up on open incidents and requests, ensuring they are adequately resolved within stipulated SLAs.
- Help develop and enhance customer and stakeholder relationships by handling complaints, problems, and issues, managing resolutions within agreed service levels.
- Contribute to the development of FAQ's, guides, knowledge bases or any other self-service materials. Identify any reoccurring queries and requests and incorporate them into the self-service materials with supervision.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Has defined accountability to providing first level of technical support to internal customers, ensuring Service Level Agreements are met or exceeded with support from supervisor within reasonable timeframes.
- Support with some input into the development of processes and procedures governing the ICT service support function.

JUDGMENT AND DECISION MAKING

- Based on experience and own technical knowledge, solve logged requests and issues. This includes requests and issues that may not have been encountered previously requiring some creativity with supervision of supervisor.
- Seek guidance and advice from more senior staff, and refer to best practice processes and procedures, as required with supervision.

SPECIALIST SKILLS AND KNOWLEDGE

- Considerable skills and knowledge in delivering ICT service support to customers in complex organisations, understanding the wider goals and objective to be achieved.
- generalist knowledge and skills in operating systems and applications such as Office 365, ServiceNow, SCCM, Active Directory and MDM.
- Basic understanding of best practices and methodologies of relevant to ICT service management, e.g. ITIL framework.

TEAMWORK

- Able to operate effectively in a team, contributing positively to team operations and working relationships.
- Proven capacity to work as part of a team and be adaptable and flexible.
- Collaboratively work with the ITSM team leader and overall Cloud & ICT Services team for BAU tasks and support any technical deployments required by Head of Cloud and ICT Services



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INTERPERSONAL SKILLS

- Developed communication skills, both verbal and written, with the ability to clearly articulate well defined technical concepts to non-technical audiences.
- Developed interpersonal and relationship management skills with the ability to liaise with a broad number of stakeholders within City of Port Phillip, facilitate stakeholder expectations and deal with stakeholders to gain cooperation.
- Well developed teamwork skills, with the ability to connect with colleagues and collaborate with one another.

QUALIFICATIONS AND EXPERIENCE

- Tertiary degree or diploma in Information Technology, Computer Science, and Business or in any other relevant field with some experience; or less formal qualifications with relevant skills and experience in similar role-
- Experience providing ICT service support is key, but within complex organisations this would be highly regarded.
- Certification in ITIL or equivalent is viewed favourably.

CHILD-SAFE STANDARDS

Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy
- Employee type Working with Children Check

KEY SELECTION CRITERIA

- A proven team player with a track record providing first level of technical support in complex organisations, meeting or exceeding target service levels.



Position Description ITSM Support Technician

- A Junior Service Support officer with the demonstrated ability to leverage own technical knowledge to solve most logged requests and issues.
- Demonstrate generalist knowledge and skills in operating systems and applications such as Office 365, ServiceNow, SCCM, Active Directory, and MDM
- Demonstrate highly developed communication skills, both verbal and written, with the ability to clearly articulate technical concepts to non-technical audiences.
- Demonstrate highly developed interpersonal and relationship management skills with the ability to liaise with a broad number of stakeholders within City of Port Phillip, manage stakeholder expectations and deal with difficult stakeholders.
- Ability to set priorities, plan and organise own work, in order to deliver results within agreed timing and quality.
- Relevant tertiary degree/s. Certifications are viewed favourably, however relevant experience in a similar role is key.