# **Position Description**

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| **Position Title** | ICT Helpdesk Officer |
| **Directorate** | Corporate and Customer Services |
| **Level** | Level 5 |
| **Reports to** | ICT Team Leader |
| **Primary Location** | Margaret River Civic Administration Centre |

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| **Position Overview** |

The Shire's ICT Helpdesk Officer is responsible for providing frontline support and assistance to users, ensuring the smooth operation of IT services. This role focuses on troubleshooting, resolving technical issues, and maintaining user satisfaction. The ICT Helpdesk Officer will also collaborate with the ICT Team Leader to achieve departmental goals and enhance the overall ICT infrastructure.

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| **Position Responsibilities** |

**Helpdesk**

* Provide first-line support to users by diagnosing and resolving hardware, software, and network-related issues.
* Assist users with ICT-related queries and provide guidance on using various applications and systems.
* Maintain customer requests, knowledge base articles and ICT assets in the IT Service Management (ITSM) system.
* Perform routine maintenance tasks such as software updates, backups, and system checks to ensure optimal performance.
* Work closely with other ICT team members to escalate and resolve complex issues.
* Provide ICT inductions and training for council staff.
* Provide excellent customer service by maintaining a professional and friendly demeanour.

**Systems Administration**

* Assist in supporting the Shire’s Active Directory environment, including operating system updates and upgrades, as well as Group Policy Management.
* Assist in supporting the Shire’s Microsoft 365 services, including Entra, Exchange Online, MS Teams, SharePoint and Endpoint Manager.
* Assist in supporting the Shire’s video management system, cameras and access control systems.
* Support other core Shire systems, applications and backend infrastructure.
* Monitor system availability and identify trends and potential issues.

**Network Administration**

* Assist in supporting local and wide area networks, including firewalls, switches and virtual private networks.
* Assist in supporting wireless network infrastructure consisting of wireless access points and point-to-multipoint wireless bridges.

**Cybersecurity**

* Assist in supporting Cortex XDR endpoints, data lake, host insights, and insider risk management modules.
* Apply updates/patches/mitigations when risks are identified.
* Assist in maintaining the email security gateway and other cloud services controls.

**Backup & Recovery**

* Assist in supporting the Shire’s Veeam Backup and Recovery Orchestrator environment.
* Monitor all backups across on-premises and cloud environments.
* Conduct regular backup and recovery tests to ensure the integrity of backups.

**Administration**

* Maintain comprehensive documentation for all implemented systems and networks, including configurations, processes, and procedures.

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| **Position Requirements** |

**Essential**

* Highly developed interpersonal and customer care skills
* Well-developed analytical and problem-solving skills combined with an ability to exercise initiative and judgment
* Certifications or tertiary qualification in information technology / related discipline, or proven experience in providing information technology services
* Highly developed skills and experience in Windows business desktop and server operating systems
* Component skills in supporting a hybrid Microsoft Active Directory and Microsoft 365 services, including Entra, Exchange Online, SharePoint and MS Teams.

**Position Desirables**

* Experience and understanding of core networking principles, including routing, subnetting and virtual private networks.
* Experience in securing networks, systems, and endpoints.

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| **Key Relationships** | |
| **Internal** | **External** |
| Executive Leadership Team | Community |
| Senior Leadership Team |  |
| Council Staff |  |
| Councillors |  |

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| **The Way We Do Things** |

Respect Integrity Community Excellence

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| **Acknowledgement** | | |
| CEO Name | Signature | Date |