



## POSITION DESCRIPTION

<b>POSITION</b>	Desktop Services Team Leader
<b>POSITION NO</b>	650017
<b>CLASSIFICATION</b>	Band 6
<b>DIVISION</b>	Corporate
<b>DEPARTMENT</b>	Information Services
<b>LOCATION</b>	Civic Centre
<b>DATE PREPARED</b>	21 October, 2009
<b>OCCUPANT</b>	

## OBJECTIVE

- To provide leadership and hands-on support to ensure the delivery of responsive and appropriate helpdesk services.

## KEY ACCOUNTABILITIES

### 1. Excellence in Customer Service

- Provide professional, friendly and timely customer service with a client and industry best practice focus.
- Develop strong and positive relationships with both internal and external customers.
- Contribute to the development of service excellence across the organisation.
- Consult and regularly communicate with all departments to ensure that business requirements are met through appropriate IT solutions and services.

### 2. Team Leadership

- Empower, lead and build the desktop services team to deliver service excellence and to meet operational objectives
- Coordinate staff and work allocation to ensure effective and efficient service delivery.
- Undertake human resource management activities such as recruitment, induction, performance management, learning and development, occupational health and safety and diversity for staff reporting to this position.

### 3. Desktop Services

- Develop and maintain best practice procedures, standards and processes to support the delivery of high quality helpdesk services.
- Prioritise and allocate all helpdesk requests and ensure they are actioned and resolved within the timeframes set out in the SLA.
- Monitor and allocate service requests for application support staff outside the IS department.
- Provide hands-on first and second level telephone and on-site helpdesk support and escalate any issues that cannot be resolved to third level.

- Identify documentation requirements for the helpdesk environment, including an appropriate knowledge base and ensure that all critical processes and operating procedures are kept up to date.
- Ensure all service requests received are logged in the helpdesk system and progress of all calls is monitored and recorded until successful resolution and closure.
- Project manage all customer requests for software changes, upgrades and patches and schedule and coordinate all network or infrastructure related requests with the infrastructure team.
- Undertake and manage projects according to Council's project management guidelines and procedures.
- Coordinate the purchasing of appropriate desktop technology in line with purchasing policy and appropriate delegation.
- Ensure that any software or hardware changes made by the helpdesk team are accurately reflected in the IT asset register.

#### **4. Helpdesk System**

- Ensure the helpdesk system (currently HEAT) is configured, maintained and enhanced to adequately support all stakeholders.
- Work with all helpdesk system users to ensure appropriate use, consistent processes and data integrity.
- Run and analyse appropriate helpdesk system reports and use the information for ongoing monitoring and improvement in service delivery.
- Administer the helpdesk system and provide effective system support to all users.

#### **5. Team Support**

- Work closely with the Infrastructure team on all elements of service delivery and ensure that strategy, planning and delivery of the desktop and network environment are seamlessly aligned.
- Work closely with the Infrastructure Support Officer in the development of images, procedures and processes to deliver a standard, corporate desktop environment.
- Provide assistance, support, training and relevant information to other members of the department and act as a backup and project resource as required.
- Provide strategic input and advice to the Systems Support Coordinator on all aspects of the delivery of desktop services
- Assist in the preparation and monitoring of the annual budget.
- Provide after hours support if required for scheduled projects and during emergencies and be available on call on a rostered basis.
- Perform upgrades or other system related activities in a way that presents minimum interruption to the business. This may involve some work to be done outside standard business hours as scheduled on a case by case basis.
- Provide backup support to the infrastructure team when required.

### Corporate Responsibilities

- Comply with all Council policies, procedures and guidelines including those relating to Occupational Health & Safety, Equal Opportunity (including harassment and bullying), Privacy and Code of Conduct.

## ORGANISATION RELATIONSHIPS

<b>Reports To:</b>	Systems Support Coordinator
<b>Supervises:</b>	Desktop Support Staff
<b>Internal Liaisons:</b>	Information Services team, Infrastructure team, all staff and Councillors using computers
<b>External Liaisons:</b>	Desktop, network and applications technology suppliers, other Councils.

## AUTHORITY/ACCOUNTABILITY AND JUDGEMENT AND DECISION MAKING

- The work involves the development of effective procedures for the management of Council's desktop services
- The position's responsibilities are defined through the key result areas but provide considerable scope and flexibility in responding to the Council's requirements.
- The incumbent is expected to participate in development work as required and will be set predetermined objectives and specific tasks, projects or assignments to be completed within specified time frames.
- The work involves solving problems for all computer users and some creativity and originality is required in providing technical solutions.
- Identify and recommend enhancements and operational expenditure for the desktop services area.
- Authority to negotiate with vendors and purchase technology components subject to budget requirements and financial delegation.
- Provide and suggest relevant training to members of the IT team to ensure the necessary skills set is in place.
- Ensure Council's Risk, OHS & Injury Management Plans are observed and complied with at a personal level.
- Co-operate with Council in relation to any action taken to comply with the Occupational Health and Safety Act.
- Ensure that no action taken by the officer interfere with or place at risk the health and safety of self or any other person at the workplace.
- Ensure compliance with all Privacy legislation and treat all information of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner.

## SELECTION CRITERIA

### QUALIFICATIONS AND EXPERIENCE

- Appropriate tertiary qualifications in Information Technology, and/or substantial experience in operating and managing an IT services or Helpdesk environment.
- Experience with ITIL would be an advantage
- Experience in supervising staff.
- Project management skills in planning, leading and implementing projects.
- Experience in driving performance and process improvement
- Excellent working knowledge of the Microsoft desktop and server suite of products.
- A current Victorian Drivers Licence.

### SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of network protocols, Exchange, TCP/IP, SMS, SQL Server, and Firewalls would be an advantage
- Detailed knowledge and experience in the implementation of major hardware and software platforms.

### MANAGEMENT SKILLS

- Ability to manage time, set priorities and plan and organise work.
- Ability to communicate operational technical issues to all levels of the Council.
- Proven ability to supervise, motivate, support and manage staff

### INTERPERSONAL SKILLS

- A commitment to delivering an excellent standard of customer service.
- Strong problem solving and negotiation skills.
- Proven written and verbal skills, particularly able to create and update operational guidelines.
- Ability to prepare and provide detailed technical reports and documentation regarding a wide range of operational issues.
- Demonstrated ability to work as part of a team.

### ADDITIONAL INFORMATION FOR APPLICANTS

#### Employment Contract

The position is classified at Band 6A under the Frankston City Council Enterprise Agreement. Appointment will commence at \$61K circa plus 9% superannuation.

#### Qualifying Period of Employment

The successful candidate will be subject to a 6-month qualifying period in accordance with the Fair Work Act 2009.

**Driver Licence**

As a selection criterion for this position is the possession of a current Victorian Driver Licence, the successful applicant will be required to obtain a Driver History Report from VicRoads.

**Superannuation Choice**

Our Enterprise Agreement provides employer superannuation contributions (9%) to be made to Vision Super, our complying employer fund. As a consequence superannuation choice is not available to our employees.

**Privacy and Your Job Application**

Frankston City Council is committed to ensuring your application is handled respectfully and in accordance with the requirements of the Victorian Information Privacy Act 2000 as follows:

- Any application submitted will be treated as strictly confidential.
- The personal information you submit as part of your application is collected for the purpose of assessing your application in accordance with the selection criteria outlined in this position description.
- Your application, including your personal information, may be stored until the position is filled, and if you are the successful candidate, will be stored in your personal file.
- Frankston City Council may disclose your personal information to your nominated referees.
- In submitting your application, you may provide us with the personal information of others, for example, the names and contact details of your referees. In this case you are encouraged to inform your referees that you are disclosing that information to Frankston City Council and that information may be stored until the vacancy is filled. If you are the successful candidate, the information may be stored on your personal history file.
- If you would like to enquire about the handling of your personal information, please contact Organisation Development on 9784 1835.

**Employer of Choice**

Frankston City Council enjoys an emerging reputation as an 'Employer of Choice'. For a number of years we have received recognition from the Managing Work Life Balance Benchmarking Study as being ranked in the top 25 organisations around Australia for its Work Life Balance policies and practices. Our annual employee survey has ranked our employee satisfaction rating ahead of the municipal benchmark for since 2002.

Frankston City strives to provide a family friendly workplace, flexible working arrangements and holds a strong commitment to ensuring a work environment that is free of harassment and bullying.

Frankston City Council offers a range of Reward and Recognition Awards to acknowledge outstanding work performance.

## ADDRESS FOR APPLICATIONS

Applications are to be addressed to Jennie Bentley, Human Resources Coordinator, Frankston City Council, PO Box 490, Frankston, 3199, Email: [applications@frankston.vic.gov.au](mailto:applications@frankston.vic.gov.au) or faxed on (03) 9784 1099 and must be received by Friday 6<sup>th</sup> November, 2009.

Mick Cummins  
**GENERAL MANAGER**  
**CORPORATE**