JOB DESCRIPTION

Position Title	Service Desk Engineer	**Level**	A
Reports to (role)	ICT Manager		
Team	Information Communication and Technology		
Location	PCH		

PURPOSE OF POSITION

To act as the first point-of-contact for all IT-related enquiries and problem resolution and ensure a first class customer support service is provided to Institute staff and all stakeholders

KEY RESPONSIBILITIES

Key	Tasks required to achieve Key Responsibilites	Measures
Custom Service	• Provide face-to-face over-the-counter customer support to all Institute staff and associates. • Activities can range from general IT enquiries such as computing and mobile device issues through to following up on logged IT requests • Respond to customer phone enquiries and resolve issues over-the phone in a timely manner • Proactively review job progress in ticket system and providing customers with an update and feedback on job status • Proactively follow-up on customers to ensure that their requests/issues have been satisfactorily actioned/resolved • Conduct IT induction training as per guidelines	Feedback from stakeholders Quick response to queries Efficient ticketing system All issues completely resolved
Technical Support	• Log tickets on behalf of customers and team members • Analyse tickets to determine priority, appropriate skills level and resource required for resolution • Assign tickets to the appropriate resource for resolution • Resolve issues that can be resolved remotely within Service Level Agreement (SLA) • Escalate issues that cannot resolved within SLAs or required higher • skills levels or management inputs	Efficient ticketing system All issues resolved Feedback from stakeholders

Key	Tasks required to achieve Key Responsibilites	Measures
Asset management	• Maintain the Asset Register • Maintain the License Register • Log warranty and repairs claims and obtain ETAs • Follow-up vendors on warranty/repairs claims • Tagging and tracking of equipment	Well maintained asset register Well maintained License register Efficient tagging and tracking system
Procurement	• Provide advice on IT requisitions ensuring alignment with approved Standard Operating Environment (SOE) • Obtain vendor quotes and advise customer of quote and ETA • Raise Purchase Order (PO) and process orders • Receive and dispatch goods • Perform receipt and invoice matching • Provide monthly procurement report	SOE followed Efficient procurement process Updated reports

Workplace Safety	• Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by Telethon Kids Institute policies and procedures.	• Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought, understood and implemented.

ESSENTIAL CRITERIA

Qualifications: (what are the minimum educational, technical or professional qualifications required to perform the role)	IT related certifications and relevant experience

Essential Skills, Knowledge & Experience:	• Exceptional customer service orientation • Good Communications skills • Ability to effectively prioritise and execute tasks in a high-pressure environment • Proven analytical and problem-solving abilities • Keen attention to detail • Highly self-motivated and directed • Minimum 1 year experience working within an IT service desk environment • Minimum 1 year experience supporting Windows operating systems, preferably Windows 7 and above • Minimum 1 year experience supporting Microsoft Office products • Minimum 1 year experience Active Directory administration • Exceptional written and oral communication skills • Experience at working independently and in a team-oriented, collaborative environment

DIRECT REPORTS *List by job title any positions to be supervised by this role*	None

Approved by:	*Steven Figliomeni*
Date approved:	*22/3/19*
Reviewed by P&C:	*22/3/19*