DUTY STATEMENT
IT HELPDESK OFFICER

POSITION ACCOUNTABLE TO            Helpdesk Manager

POSITION IS RESPONSIBLE FOR          Not Applicable

CLASSIFICATION                      Independent Schools ACT
                       (Support and Operational Staff)
                       Multi Enterprise Agreement 2012-2016
                       School Assistant Level 1

KEY RELATIONSHIP                    Not Applicable

PURPOSE
To provide frontline Helpdesk support for staff and students as first point of contact.

RESPONSIBILITIES

IT Technical
• Installation and configuration of standard operating environment and application software for the desktop computers
• Support of all software
• Setup IT equipment as requested and providing assistance to staff and students as needed
• Monitor computer hardware performance and diagnose faults
• Repair or replace malfunctioning or defective components in devices
• Reassemble, test-operate and adjust computer hardware and components
• Document procedures and utilise the IT Helpdesk database

Help Desk
• Provide IT Helpdesk services for the end users
• Manning the Helpdesk counter, dealing with walk-in customers, responding to calls by answering the telephone, reading emails, logging jobs, following up on calls that have been allocated, allocating some jobs to IT staff.
• Data entry into Helpdesk information system
• To produce software guidance documentation for end users
• Provide basic advice to staff regarding the effective usage of desktop computing and audio visual usage
• Provide diagnostic services and advice to staff and students in regard to:
  • operational problems with the network and application functions
  • the introduction of new technologies and applications
• Other duties consistent with the classification of the position

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE REQUIRED
• Knowledge of computer operating systems
• Sound knowledge of Desktop Application Software
• Knowledge of Microsoft Windows and OSX
• Experience of hardware repair and fault diagnosis
• Tertiary Qualifications in an IT related field are desirable

Helpdesk Nov16e
PERSONAL SKILLS AND ATTRIBUTES

- Strong customer service skills
- IT problem solving skills
- Ability to prioritise
- Pleasant and professional telephone manner
- Able to work under pressure

*It is a requirement that all Radford employees hold a current Working with Vulnerable People Clearance.*