

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: ICT Service Desk Officer

Division: Corporate, Heritage and Climate Action

Classification Level: ASO3

Branch/Unit: Information and Communication Technology

CHRIS Position Number: Multiple

Reports to (Title): Team Leader, ICT Service Desk

About the Agency – [Department for Environment and Water](#)

About the Role

The ICT Service Desk Officer is responsible for providing Level One ICT Support, ensuring that all reported incidents and requests are accurately recorded, reviewed, updated and resolved, and that high quality customer service standards are maintained. The ICT Service Desk Officer will aim to resolve incidents on the first point of contact, and will be responsible for all inbound calls and emails made to the ICT Service Desk. The ICT Service Desk Officer will work closely with the Service Desk Team Leader and the level two Desktop Support team, contributing to open team discussions in order to identify, troubleshoot and diagnose issues, driving for a high performing and pro-active team environment.

Key Role Outcomes

- Provide first level Service Desk functions to the department via phone, email and web, ensuring that all reported incidents, problems and requests are accurately logged, monitored, quality checked and tracked, whilst aiming to resolve 80% of all calls at first point of contact.
- Create a positive customer support experience by patiently walking customers through the problem-solving process with clear instructions, and regularly keeping customers informed on their ticket's progress and status, while maintaining a consummately professional attitude.
- Provide appropriate and timely remote support to clients in the use of a variety of desktop and laptop computers, mobile phones, MFD's and various external peripherals to ensure their efficient and effective use.
- Ensure that accurate information is maintained in records updated or submitted to the CMDB, including incidents and requests, and ensure that correct advice is given to assist in the accurate monitoring and tracking of software and hardware assets.
- Contribute and modify content within the internal ICT knowledge base to ensure that accurate information is maintained for all supported systems, and use the information to create or modify training guides for internal and customer use.
- Facilitate the provisioning of loan equipment within the loan booking system, and provide assistance in the loan equipment hand over process, ensuring equipment is regularly checked and is available for loan.

Essential Criteria (including qualifications)

[Must be addressed by candidates in written application letter (max 3 pages) in addition to CV unless advertisement advises otherwise]

- Demonstrated experience on current Windows Operating Systems (Windows 7 and Windows 10), Microsoft client software support (e.g. Office Suite), remote tools and Microsoft Windows Domain Support (Active Directory User & Computer management).
- Experience in the use of Microsoft System Centre Service Manager for managing incidents and requests.
- Excellent interpersonal, written and oral communication skills with an ability to establish rapport and liaise effectively across a diverse range of client groups.

Key Relationships/Interactions

- Manager, IT Service Management
- Key business stakeholders
- Science, Information and Technology staff and various ICT project teams.
- End-users throughout the Department
- Third Party Vendors

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful applicant will be required to obtain a National Police Check.
- A current class “C” driver’s licence and willingness and ability to safely operate a 4wd is essential.
- Inter and intrastate and remote area travel is required, including travel in light aircraft.
- Demonstrates ability to work alone and be self-reliant.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.
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Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and Change	<ul style="list-style-type: none">• Motivating Others• Thinking and Acting Strategically	<ul style="list-style-type: none">• Uses own drive to foster energy and a sense of achievement.• Can identify and articulate potential issues and implications.
Achieves Results	<ul style="list-style-type: none">• Assuming Accountability	<ul style="list-style-type: none">• Willingly accepts responsibility for own work.• Establishes own credibility by demonstrating personal competence and technical expertise.

Drives Business Excellence	<ul style="list-style-type: none"> • Optimising Performance • Promoting Customer Service 	<ul style="list-style-type: none"> • Works collaboratively with team members to achieve team and individual goals. • Acknowledges and responds positively to constructive feedback gained from customers.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Establishing and Maintaining Networks • Communicating and Managing Conflict 	<ul style="list-style-type: none"> • Works well with others and is effective in collaborating with colleagues across the Agency. • Presents technical information so it can be clearly understood by the audience and does not use jargon.
Exemplifies Personal Drive and Professionalism	Displaying Flexibility and Resilience	<ul style="list-style-type: none"> • Presents a positive and composed manner even in stressful situations.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people always adhering to the Child Safe Environment Policy and Procedure & Guideline.

Original Date classified:	02/12/2019	Date reviewed:	12/08/2025
Class method/ Ref #:	Full	Reviewed by HR:	MM / 12/08/2025