

# Role Description

## General information

<b>Title:</b>	End User Computing (EUC) Engineer			<b>Classification:</b>	ASO5
<b>Division:</b>	Corporate	<b>Branch:</b>	ICT	<b>Business Unit:</b>	ICT Operations
<b>Type of Appointment:</b>	Ongoing	<b>Hours of Duty:</b>	37.5	<b>Location:</b>	Adelaide

## About Us

South Australia is internationally recognised for the quality of its agriculture, food and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

## Purpose

The primary purpose of the role is to take responsibility for the end user computer operating environment within PIRSA, including developing and maintaining a standard suite of software which enable staff to work efficiently, securely and flexibly.

The role contributes delivering the agency's [priorities](#) including organisational performance as a modern, flexible and responsive organisation that values and develops its people.

The role contributes to delivering Corporate Services directions including providing an efficient, reliable and secure ICT environment that supports PIRSA in delivering services to its customers and takes advantage of new technologies to enable improvements in the way the agency operates.

## Key Accountabilities

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| <ul style="list-style-type: none"> <li>Supports PIRSA's digital workspace program, including the implementation of Microsoft 365 technologies.</li> <li>Provides assistance in the maintenance of the PIRSA Standard Operating Environment, including deployment of patches.</li> <li>Provides support and assistance for the Windows operating system and mobile operating systems such as iOS and Android through System Centre Configuration Manager (SCCM), Intune and other Mobile Device Management (MDM) solutions.</li> <li>Ensures PIRSA remains compliant with the Cyber Security Framework across desktop and mobile devices.</li> </ul> | <ul style="list-style-type: none"> <li>Provides support and administration for Microsoft Teams and SharePoint within PIRSA and other supported agencies.</li> <li>Provides second level support for Mobile Device Management and Mobile Application Management and ensures proper change management processes are followed.</li> <li>Supports the effective delivery of software to the desktop through software packaging using Power Shell and Microsoft SCCM.</li> <li>Actively participate in ICT projects which impact the desktop, taking leading roles in software and desktop upgrade projects.</li> </ul> |
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## Key Deliverables / Results

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| <ul style="list-style-type: none"> <li>A secure Standard Operating Environment is maintained, including testing and implementation of software patches to minimise security threats.</li> <li>All staff are able to work in the most efficient manner through the implementation of tools which support their ability to work collaboratively and flexibly.</li> </ul> | <ul style="list-style-type: none"> <li>Deployment of new technologies is successful through the application of appropriate project planning.</li> <li>Mobile devices within PIRSA are effectively managed and staff are supported in the use of MS products on these devices.</li> </ul> |
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- PIRSA staff are supported in their ability to work collaboratively through the effective use of MS Teams and SharePoint.
- Device management services (E.g. SCCM, Intune, MDM, etc.) are maintained and monitored effectively, including server and client health checks.

- Accurate technical documentation is maintained and available to enable consistent and appropriate technical support of the desktop environment.

## Relationships

- Role reports to End User Computing (EUC) Engineering Lead and works closely with this role.
- Works closely with other teams in ICT.

- Works closely with key staff within business units.
- Works with external service providers.

## Requirements

- Possession of a current driver's license and willingness to drive.
- Out of hours work and inter / intrastate travel may be required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
- You acknowledge your work, health and safety obligations and our expectations when [applying for a role](#).
- The incumbent will be required to undertake emergency management training and must be willing to participate in emergency preparedness, response and recovery activities required by government agencies.

## Qualifications

- Essential: Nil
- Desirable: Nil

## Capabilities

Capability	Behaviours
<p><b>Professional &amp; Technical Expertise</b></p> <p>Demonstrates sound knowledge across all key areas of professional/technical competence relevant to the role, with in-depth knowledge in one or two areas; applies a sound understanding of knowledge in a range of areas.</p>	<ul style="list-style-type: none"> <li>• Demonstrates in-depth knowledge and skills in the area of computing hardware, software, operating systems and networking technologies. In particular, Microsoft Windows Operating Systems and Mobile Operating Systems such as iOS and Android.</li> <li>• Is knowledgeable about M365 products and assists in the implementation and delivery of new technologies with a particular focus on Microsoft Teams and SharePoint.</li> <li>• Maintains up to date knowledge in the use of device management services and software, such as SCCM, Intune, Citrix Endpoint Management, VM workstation or similar.</li> <li>• Maintains up to date knowledge in scripting languages with a focus on PowerShell.</li> <li>• Maintains up to date knowledge and skills in PC peripherals including printers, scanners, smart phones, broadband devices, and other wireless devices.</li> <li>• Provides advice on technical matters to facilitate solutions for existing problems, whilst ensuring information is clearly articulated to technical and non-technical staff.</li> </ul>

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<p><b>System Software</b></p> <p>The provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software.</p>	<ul style="list-style-type: none"> <li>• Reviews system software updates and identifies those that require action while investigating and coordinating the resolution of potential and actual service problems.</li> <li>• Tailors system software to maximise hardware functionality and installs and tests new versions of system software.</li> <li>• Prepares and maintains operational documentation for system software and advises on the correct and effective use of system software.</li> </ul>			
<p><b>Problem Management</b></p> <p>The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.</p>	<ul style="list-style-type: none"> <li>• Initiates and monitors actions to investigate and resolve problems in systems, processes and services.</li> <li>• Determines problems and fixes/remedies.</li> <li>• Assists with the implementation of agreed remedies and preventative measures.</li> </ul>			
<p><b>Technical Specialism</b></p> <p>The development and exploitation of expertise in any specific area of technology, technique, method, product or application area.</p>	<ul style="list-style-type: none"> <li>• Maintains knowledge of specific technical specialisms.</li> <li>• Provides detailed advice regarding their application and executes specialised tasks.</li> </ul>			
<p><b>HRMS No:</b>M26850</p>	<p>M26850</p>	<p><b>ANZCO Code:</b></p>	<p><b>Objective ID:</b></p>	
<p><b>Delegate Approval:</b></p>	<p>Stuart Watt, Chief Information Officer</p>			<p><b>Date:</b> 2-Mar-2026</p>
<p><b>Approved and Classified by People and Culture:</b></p>	<p>Classified by People and Culture 05/03/2012</p>			