

# Role Description

## Technical Support Officer

**Classification:** ASO4






**Group:** Portfolio Delivery

**Position Number:** Pxxxxx

**Team:** Technology and Asset Services

### Our Core Values

Be part of a high-performing, collaborative, agile and innovative organisational culture. Through a network of multi-disciplinary teams, we operate with internal project structures that enable adaptable, flexible, and agile ways of working. This is underpinned by our Core Values of:

 <p>Genuine</p> <p>We do what we say</p>	 <p>Respect</p> <p>We are inclusive and listen</p>	 <p>Empowered</p> <p>We are open and courageous</p>	 <p>Aligned</p> <p>We act and deliver as one</p>	 <p>Trust</p> <p>We back each other</p>
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### About The Role

Technology and Asset Services delivers technology solutions that drive performance and efficiency and enable the Department to achieve its objectives and ensures that facilities and physical spaces are safe and functional.

The Technical Support Officer is the first point of contact for staff requesting IT assistance and performs key aspects of the IT Service Management (ITSM) process, including Service Desk, Service Request Management, and Incident Management. The role manages service requests and incidents logged via the ITSM portal, resolving or escalating them as appropriate. The role supports the deployment, use and maintenance of computer equipment, software, peripherals, networked office equipment, desktop and room-based audio-visual and communication equipment, telephony equipment and services, and network connectivity.

### What you will do (results to be achieved)

1. Ensure seamless operations are achieved through the effective installation, maintenance, and decommissioning of end-user hardware and software, peripherals, networked office equipment, desktop and room-based audio-visual equipment, and telephony equipment and services, liaising with suppliers and technology partners as needed.

2. Support operational continuity by managing the activation, transfer, and deactivation of staff network accounts and access to related services such as email, business applications, and security groups.
3. Perform the acquisition, tracking, replacement, disposal, and management of hardware and software assets, including stock management, and provide advice and reports to management on demand and supply statistics.
4. Liaise with customers, team members and service providers to fulfil service requests and resolve issues.
5. Maintain service requests and incident logs, prepare activity and performance reports, and advise on the implementation and adaptation of IT Service Management standards, practices, and procedures.
6. Deliver a productive customer experience with technology by advising and supporting staff and maintaining a strong engagement and service excellence ethos in all activities and interactions.
7. Contribute to and ensure a safe, diverse and healthy work environment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies.
8. Demonstrate and uphold the DSD Customer Service Principles and Service Standards in the provision of high-quality, consistent, and professional service to our customers through being responsive, knowledgeable, timely and respectful in all interactions.

## The Capabilities You Will Bring (key competencies)

### Essential Technical Experience and Knowledge:

- Experience in the operation of a range of information systems, PC hardware, operating systems, and applications.
- Experience with the Microsoft Windows / MS Office environment and Network Operating Systems and installing and configuring software and hardware.
- Knowledge of modern Service Desk and Desktop Support procedures, practices, techniques, and processes associated with providing support to customers in an IT environment in alignment with ITIL and SA Government policies, processes, and procedures.
- Experience in providing effective customer support in an ICT environment, including responding appropriately to user issues and requests.

### Personal Skills:

- Sound communication and interpersonal skills, and ability to maintain collaborative relationships with stakeholders and staff, deal with a range of issues, and prepare and deliver effective written documentation.
- Ability to work independently and within a team environment and contribute positively to the spirit of team cooperation.

### Qualifications:

- Essential: Nil
- Desirable: ITIL Foundation or above, or equivalent certification in IT Service Management (ITSM).

## Reporting / Working Relationships

- Reports to: Manager, Technical Support and Facilities
- Direct Reports: Nil.
- Works with:
  - Staff across the Department
  - Team members, including the following key interactions:
    - Technical Liaison Officers – to collaboratively address staff requests
    - ICT End User Experience Officer – to escalate Level 3 support requests and inform end-user experience improvement initiatives
  - Stakeholders and counterparts in other government agencies, consultants, and external service providers, as required

## About Us

The Department of State Development is the South Australian Government's lead economic development agency.

Our mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration and resilience. We take pride in hiring the right people for the right jobs and offer an attractive, flexible workplace.

For more information about our agency, please visit:

[Department of State Development | statedevelopment.sa.gov.au](http://Department of State Development | statedevelopment.sa.gov.au)

## DSD Working Conditions

- Compliance with Government legislation, Code of Ethics for the SA Public Sector, DSD policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Out of hours work may be required.
- Intra state and interstate travel may be required.
- The incumbent may be assigned to another position at this remuneration level or equivalent, including across teams in this Agency.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The successful applicants will be required to demonstrate they have undergone appropriate assessment prior to being employed
  - National Police Check (NPC) (SAPOL)
  - General Probity (DHS)
  - Negative Vetting 1 (AGSVA)
  - Working With Children Check (DHS)