



ASO3 Desktop Support Technician Customer Service Branch Operational Services Information Systems and Technology Service

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

The Customer Service Branch is part of the Operational Services stream and provides a range of services to assist all SAPOL staff effectively undertake their role. The Branch provides an efficient customer interface, ensuring users problems are resolved, or assigned to the appropriate area within IS&T for resolution. The Branch provides equipment such as computers, radios and other devices to SAPOL. The Branch provides support to users of operational applications and technology.

Service

Integrity

Leadership

Collaboration

Courage

Respect



The Desktop Support Technician is responsible for contributing to the provision, installation and support of hardware and software relating to end user devices including desktop and laptop computers, peripherals, licenced applications and mobile devices. The Desktop Support Technician works closely with other team members to provide a quality IS&T service to SAPOL.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Desktop Support Technician reports to the Manager, Desktop Support and works as part of a team responsible for delivering end-user device support services. The role collaborates with internal and external stakeholders and other branches within the Operational Services stream, to ensure the effective provision, maintenance and support of end-user devices and the delivery of seamless IS&T services.

KEY OUTCOMES

- Provide responsive, customer-focused support for end-user devices, standard operating environments and approved software applications.
- Resolve technical issues and fulfil service requests by providing advice, troubleshooting and support to end users in accordance with established procedures and service standards.
- Work collaboratively with the Service Desk and other IS&T teams to ensure seamless and effective service delivery.
- Assist in the build, configuration, deployment and maintenance of desktop devices and standard operating environments.
- Install, configure, test, upgrade and distribute approved software applications in accordance with operational requirements and security standards.
- Support software licence management processes, including working with relevant stakeholders to facilitate the allocation and approval of licensed applications.
- Maintain accurate asset and inventory records and participate in equipment audits and stocktakes.
- Undertake the secure disposal of IS&T assets in accordance with approved processes, security requirements and privacy obligations.
- Contribute to projects and service improvement initiatives by participating in project activities and identifying opportunities to enhance processes, systems and customer experience.
- Develop and maintain effective working relationships with vendors, service providers and internal stakeholders to support the delivery of high-quality IS&T services.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience supporting and maintaining desktop hardware, software, peripheral devices and associated end-user technologies.
- Proven ability to learn, adapt to and apply new technologies and technical concepts in a changing ICT environment.
- Sound knowledge of ITIL and/or SDLC principles, with practical experience working within service management and system support environments.
- Well-developed communication and interpersonal skills, including the ability to explain technical concepts to diverse audiences, establish rapport and deliver customer-focused outcomes.

Desirable Characteristics

- Hold a relevant tertiary qualification in Information Technology or related discipline.
- Demonstrated knowledge of current end user devices and technology required to undertake modern policing activities.
- Experience working in a managed service or blended environment.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.