



ASO5 Senior Desktop Support Officer 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 Senior Desktop Support Officer is responsible for contributing to the acquisition, provision, installation and expert technical support of hardware and software relating to end user devices including desktop and laptop computers, peripherals, licenced applications and mobile devices. The Desktop Support Officer 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	May be a requirement for out of hour's work or participation in an on call roster.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.
Special Conditions	Possession of and willingness to use a current driver's licence.

Reporting / Working Relationships

The Senior Desktop Support Officer reports to the Manager Desktop Support and works within a team responsible for delivering end-user device support services. The role works collaboratively with internal and external stakeholders and across Operational Services to ensure seamless IS&T service delivery.

KEY OUTCOMES

- Deliver quality, customer-focused support services for SAPOL, supporting end user devices, standard operating environments and licenced applications.
- Provide timely advice, troubleshooting and resolution of service and support requests, including acting as an escalation point for more complex technical issues.
- Build, configure, maintain and support desktop environments and supporting technologies, services and infrastructure, including application installation, deployment, patching and upgrades, ensuring documentation remains accurate and up to date.
- Maintain accurate asset and software records, including inventory management, audits and stocktakes, and support compliant disposal of IS&T assets in line with security and privacy requirements.
- Analyse and resolve business and technical issues, including undertaking detailed analysis of more complex user requirements and recommending practical solutions.
- Evaluate new technologies, applications and hardware and provide advice on risks, benefits and suitability to support business needs.
- Support project delivery by providing effort estimates, undertaking allocated project tasks and assisting with the implementation and transition of new or enhanced devices and applications into support models.
- Work collaboratively with internal stakeholders, including Service Desk, IS&T teams and project staff, as well as external vendors, to ensure effective service delivery and support outcomes.

- Contribute to continuous improvement by identifying opportunities to enhance processes, developing user guidance (e.g. self-help materials) and supporting consistent application of IS&T standards such as ITIL and SDLC practices.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Experience in the provision and support of desktop hardware, software and peripherals.
- Demonstrated knowledge of current end user devices and technology required to undertake modern policing activities.
- Ability to adapt to new and changing technology and understand and apply new technology concepts.
- Knowledge of Government procurement practices and practical experience undertaking procurement activities.
- Understanding and practical experience working in a SDLC or ITIL environment
- Sound oral and written communication skills, including the ability to explain technology solutions in business terms, establish rapport and persuade others.

Desirable Characteristics

- Relevant degree qualification in Information Technology or related discipline
- 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 – Principles and Guidelines.