



POSITION DESCRIPTION

Position Title	END USER COMPUTING TECHNICIAN	Position No.	30003423
Team	[Product & Content Technology]	Classification	[Technologist]
Department	Information Technology	Schedule Roster Cycle	[Schedule A] [2 Week Rostered]
Location	Ultimo	Band / Level	[Band 5]
Reports to	END USER COMPUTING TEAM LEADER 50042520	HR Endorsement	13/01/2021
Purpose			

Provide day-to-day delivery and support ABC's End User Computing devices and services and contribute to establishing modern device management techniques to enable the ABC to continue and develop new ways of digital working in line with ABC strategy and objectives.

Key Accountabilities

- Under general direction of the End User Computing Team Leader, contribute to the design and implementation of ABC's End User Computing devices and services; and provide technical advice, guidance and support as required.
- Provide exceptional service delivery to ABC via ABC's ITSM tooling, which includes moderately complex incident, change and problem management.
- Under general direction, and in collaboration with colleagues, provide regular contribution to active project initiatives.
- Contribute to establishing modern device management techniques to support and manage new ways of digital working.
- Analyse business requirements and contribute to the implementation of automation and self-service capabilities for ABC users to interact with End User Computing hardware and applications.
- Actively support and uphold the ABC's Cyber Security strategic initiatives, roadmaps and BAU processes.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications and/or equivalent skills, knowledge and experience.
2. Demonstrated experience working with the following technologies:
 - Microsoft Active Directory, Azure Active Directory, DHCP, DNS and Group Policy
 - Windows 10, MacOS, IOS and Android Operating Systems
 - Microsoft Endpoint Manager (SCCM + Intune) and JAMF
 - Application Packaging (PC & Mac) and PowerShell Scripting
 - Managed Operating Environment (MOE)
 - Follow you Printing Technologies
3. Accomplished knowledge of Technology Framework skills, Project Management Methodologies and ITIL Concepts.
4. Accomplished problem-solving skills, including the ability to investigate, analyse, diagnose and solve moderately complex technical problems in an ITSM based service management environment.





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5. Accomplished organisational and planning skills, with the ability to work both independently or as part of a multi-disciplinary team and manage competing priorities.
6. Accomplished communication and interpersonal skills along with the ability to build rapport with a variety of stakeholders and assist others in the team, working to achieve team objectives and providing professional advice.
7. A strong interest in continuous self-development with the aptitude to adapt to changing technologies and the work environment.
8. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
9. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
10. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.