# Senior Client Services Officer

## DTI Performance

## Position information

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| Group: | Digital Technology and Information (DTI) |
| Reports to: | Supervisor Client Services |
| Classification: | AO5 |

## Your role

You will coordinate the Client Services team to ensure the professional, courteous, and timely support to Seqwater staff and facilitate the effective, efficient, and timely delivery, or restoration, of digital services, both OT and ICT. You will drive the monitoring, tracking, reporting and improvement of support services and processes to ensure they meet business requirements and expectations. Assist with the delivery of services via our centralised facilities, fleet and service desk enquiries area (The Hub).

## Seqwater’s vision, values and promise

Water is essential for life. At Seqwater, it is our job to provide water for more than three million people across South East Queensland. We live and work in the communities we serve, and we proudly work together to deliver on our vision of Water for Life. We do this by living our values and keeping to our promise - Safe for Life.

Integrity, respect, care and courage are at the heart of the way we work and interact with our colleagues, stakeholders, customers and the communities every day.

## About your group

The Digital Technology and Information Group comprises of a range of technical and professional work groups which are responsible for delivering sustainability, engineering, improvement, ICT/ business systems, program and project delivery services.

## Key relationships

Leads others: Nil direct reports

Internal customers: All users of DTI services within Seqwater,

DTI Technical Specialist teams,

DTI Leadership Team.

Facilities team (The Hub)

External customers: External vendors for support and maintenance as required.

## Key responsibilities

Coordinate the Service Desk and Hub response to ensure the professional, courteous, and timely support to Seqwater staff and facilitate the effective, efficient, and timely delivery or restoration of Digital Services. Provide a high level of customer service, responding in an empathetic and supporting manner, acting as a point of escalation, and ensuring services are maintained to agreed service standards.

Management of Service Desk tickets (both Incidents and Service Requests) to ensure service targets and service level agreements are met. Provide an effective interface between users, technical support teams, service providers supplying all necessary diagnostic and troubleshooting information to assist in timely and efficient resolution.

Continually evaluate, contribute, and drive process and procedures improvement to enhance service delivery and response. Be willing to share knowledge with team members to help create better processes.

Undertake incident, fault management, advanced technical support, escalation, systems administration, and documentation, which may include access issues, fault/error detection, configuration, installation, rectification and maintenance of desktop hardware and software, network, printers, mobile devices, and telephony services.

Perform advanced Azure, Active Directory and user account administration and troubleshooting, including setting up new accounts, user account access, group membership, file and directory access, email accounts, remote access, application access, application assignment and termination of accounts

Manage and coordinate the Service Desk administration of foundation application services and function (both Corporate and Control Systems) including, but not limited to Azure, Microsoft Exchange, Configuration Manager, MS Team Administration, Office 365, Citrix (remote access), SCOM, Active Directory and User Account Management.

Manage Operational vendors including escalation of support calls, monitoring response against agreed service levels, management of performance and quality, opportunities for improvements.

Observe and comply with all Seqwater work health and safety, quality and environmental management systems and procedures.

Undertake other duties, which are assigned from time to time by the Leader.

In all duties, comply with the behavioural expectations set out in The Way We Work (Seqwater’s Code of Conduct), and our policies and procedures.

## Qualifications and experience

### Essentials

Tertiary qualifications in an information technology discipline; or equivalent combination of education and experience.

Experience in desktop support, including an understanding of security issues, network, and user account administration.

Excellent customer service skills, with demonstrated ability to prioritise and manage competing demands to deliver agreed service targets and standards.

Excellent knowledge of Microsoft software applications, operating systems, and associated peripherals; and a demonstrated knowledge of current ICT technologies, standards, and services

Proven ability to work with minimal supervision in prioritising workloads, delegating tasks, meeting deadlines, and negotiating priorities with customers.

Strong written and verbal communication skills; ability to present to both DTI and business peers.

Demonstrated capacity to manage and resolve high volumes of complex incidents and service requests while following defined processes within a standard framework.

Alignment with Seqwater values

### Desirables

* Information Technology Infrastructure Library (ITIL) accreditation.
* Industry certifications in a relevant area such as Comp TIA A+, CCNA, CCA, Microsoft Certifications.
* Experience in the use of Alemba Service Manager (ASM)

## Job capability requirements

Provide out of hours support (24 x 7) as required as part of a team roster