

## Department of Primary Industries, Parks, Water and Environment

# ICT Service Desk Analyst

## Statement of Duties

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<b>Position number:</b>	Generic
<b>Award/Agreement:</b>	Tasmanian State Service Award
<b>Classification level:</b>	ICT Technician Level 1 (General Stream, Band 2 to 4)
<b>Division/branch/section:</b>	Strategic Services/Information Services/Client Services
<b>Location:</b>	Launceston
<b>Full Time Equivalent (FTE):</b>	1.0 FTE (minimum 0.8 FTE, by negotiation)
<b>Employment status:</b>	Fixed Term
<b>Ordinary hours per week:</b>	36.75 (minimum 29.40, by negotiation)
<b>Supervisor:</b>	Manager ICT

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### Position Objective

To contribute meaningfully to the ICT Client Services Team's provision of efficient, flexible, knowledgeable and friendly ICT services to DPIPWE Staff.

### Major Duties

- Assist the ICT Help Desk Team Leader to maintain the service desk procedures, tools, resources and implementation.
- Identify opportunities to improve quality and assist in the maintenance of operations by documentation of standard procedures, maintaining existing documentation, carrying out configuration management.
- Monitoring of incidents and problems assigned to other support groups to ensure timely escalation response.
- Provide user desktop support on a daily basis which will involve, but not be limited to, regular travel within the state, building and maintaining internal and external customer relationships, quick problem, resolving incidents, creating alternative methods of task completion, correcting user errors and correcting system inconsistencies.
- Provide detailed and accurate logs of all user contact.
- Assist other Service Desk Analysts in troubleshooting issues.

## **Responsibility, Decision-Making and Direction Received**

Initially the occupant is responsible for:

- the satisfactory completion of tasks that are significant for the operational effectiveness of the work unit;
- ensuring work methods and processes meet required standards with some independence to modify or adapt existing approaches for more effective service delivery for client and stakeholder; and
- providing routine advice, support and assistance to a work team.

### **Progression to Band 3 the occupant is responsible for:**

- maintaining practices, methods and standards and their modification as appropriate to provide satisfactory solutions for complex operational issues;
- maintaining quality control of outcomes; and
- assisting a supervisor to ensure less qualified or experienced staff receive appropriate instruction, guidance and performance feedback.

### **Progression to Band 4 (progression through Band 4 is subject to meeting Advanced Assessment Point requirements) the occupant is expected to be responsible for:**

- operating across a number of computing platforms, systems, applications languages and server installations;
- conversing with senior technical specialists regarding area of responsibility; and
- operating on a technician-to-technician and technician-to-client basis.

The occupant of the position is responsible for:

- ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department's WHS Management System.

The decision making and direction received in relation to the role are that:

- Initially detailed instructions are provided on established techniques, methods, priorities and time frames. Consistent with increasing experience detailed instructions will be limited to unusual requirements which do not have clear guidelines or precedents and general direction will be provided to achieve the required outcomes as operational guidelines, systems and processes are well understood. Policies, rules and regulations provide a framework for decision-making in undertaking and integrating the relevant activities of the work area;
- Independent decision-making and initiative regarding the planning and completion of tasks and achievement of outcomes is expected to increase with experience.
- The occupant will be expected to exercise judgement and initiative in their approach with regard to problem solving and client contact.

**Knowledge, Skills and Experience (Selection Criteria)  
(in relation to the Major Duties)**

- Knowledge and understanding, or the demonstrated ability to gain such, of the operation and management of quality ICT support services, including the operation of a Service Desk.
- Knowledge in the area of personal computer support (e.g., OS troubleshooting, OS install, networking, hardware, common software packages, etc.) and that of peripherals relevant to the department: printers, scanners etc.
- Good communication and interpersonal skills including written and oral communications with a focus on telephone skills. The ability to explain operational procedures and provide information and liaise with clients, stakeholders and members of the public.
- The ability to make independent decisions and use initiative to resolve technical problems.
- Time management and organisational skills and the capacity to work both in a team environment and alone under limited supervision to achieve results in an evolving technical environment.

**Desirable Qualifications and Requirements**

- Current motor vehicle driver's licence.
- Familiarity with Apple, Linux and tablet-based operating systems.
- Familiarity with Microsoft Applications.
- Familiarity with desktop hardware diagnosis and repair, including networking.

**Department's Role**

The **Department of Primary Industries, Parks, Water and Environment (DPIPWE)** is responsible for the sustainable management and protection of Tasmania's natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department's activities guide and support the use and management of Tasmania's land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State's relative disease and pest-free status.

Under Tasmania's emergency management arrangements DPIPWE is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), environmental emergencies (includes marine pollution spills), fire in national parks and other reserves, floods from dam failure and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

## Statement of Duties: ICT Service Desk Analyst

The Department's website at [www.dpipwe.tas.gov.au](http://www.dpipwe.tas.gov.au) provides more information.

The Information and Communications Technology section manages DPIPWE's server, network and database systems; supports the Agency's desktop and mobile phone fleets; and provides a helpdesk for all services supported by the branch.

This position is within the Information and Communications Technology Section.

### **Working Environment**

Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

DPIPWE has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There is a strong emphasis on building leadership capacity throughout DPIPWE.

The expected behaviours and performance of the Department's employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).

### **Special Employment Conditions**

Some intrastate travel may be required, including multi-day trips and short assignments.

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**Approved by:**



**Date:** 8 September 2021