



Position Profile

Position Title:	Helpdesk Coordinator
Classification:	ILC3 – Upper
Division / Section / Unit / Team:	Information and Communication Technology
Location:	Adelaide
Position Title of Supervisor:	Enterprise Architect
Position(s) Supervised:	Application Support Officer

Organisational Environment

The Indigenous Land and Sea Corporation (ILSC) is an independent Commonwealth statutory authority established to provide economic, environmental, social and cultural benefits for Aboriginal people and Torres Strait Islanders by assisting in the acquisition and management of an Indigenous land base.

Section/Unit Environment

The Information and Communications Technology (ICT) Section is responsible for implementing and managing the systems and services required to meet the ILSC's information management and communications requirements including the management and maintenance of the hardware, software, information systems, application services and the governance and security required to deliver these services so as to provide a high standard of information security and business continuity.

Purpose of the Position

Under the direction of the Enterprise Architect the Helpdesk Coordinator is responsible for coordinating the delivery of the ILSC's Helpdesk services to the ILSC and its multi-site organisation of the ILSC to:

- Ensure high service standards are maintained;
- Support the operations of the ILSC's information and communications systems and assists in maintaining their uninterrupted operation and availability to end-users; and
- Provide general assistance related to ILSC-provided information and communications systems.

Qualifications

Completion of, or progress toward, professional certification or tertiary qualifications relevant to the functions of the position is desirable.

Key Responsibilities/ Accountabilities and Outcomes

The Helpdesk Coordinator is responsible for:

1. Coordinating the Helpdesk support service ensuring comprehensive, rigorous and effective responses and advice are provided in a timely manner to end-users of ILSC-provided systems and services.
2. Prioritise and direct responsibilities for a small team of Helpdesk technicians including performance management and training programs.
3. Assisting with the routine procurement of computer equipment and services in line with ILSC purchasing and procurement policies and to satisfy the ILC and its multi-site organisational requirements.
4. Reviewing, renewal and rigorous tracking, and vendor management, of ITC related services including mobile, landline, security and internet related subscriptions
5. Providing end-user support of ILSC's core application suite ensuring comprehensive, rigorous and effective responses and advice are provided in a timely manner to end-users of ILSC-provided systems and services.
6. Undertaking communications systems, ITC asset and ICT Office asset administration tasks to ensure that relevant systems and services operate efficiently and effectively
7. Undertaking routine problem identification, troubleshooting, logging and analysis of issues in line with modern ITIL guidelines in order that ITC systems operate properly and that end-users have secure access to appropriate, efficient and effective ITC systems and services.
8. Rigorously documenting relevant decisions and approvals to support the effective governance of ILSC systems and services and the routine production of reports relating to the nature, resolution and status of end-user support request.
9. Maintaining up-to-date knowledge and expertise and, monitor and assess developments in information and communications technology at a level relevant to the operations and role of Helpdesk Coordinator.
10. Contributing to the maintenance of technical and end-user documentation relating to ILSC-provided ITC systems and services.
11. Contributing to the development, implementation and review of appropriate policies and procedures designed to ensure the efficient, effective and secure operations of ILC-provided ITC systems and services.
12. Working as an effective team member of the ICT Section and wider ILSC, through fostering a cooperative, professional and positive work atmosphere.
13. Other duties as directed to contribute to the efficient and effective functioning of the ICT Section.

Selection Criteria

The occupant of this position will be able to demonstrate the possession of the following criteria.

1. Ability to communicate effectively with Aboriginal persons and Torres Strait Islanders and a knowledge and understanding of their cultures.
2. Highly developed, broad and up-to-date knowledge and expertise in:
 - a. Microsoft's Windows 10/11 operating system and Microsoft 365 suite of desktop applications;
 - b. End-user administration using Active Directory and Azure Active Directory (Entra)
 - c. User mailbox and distribution group provisioning and maintenance through Microsoft Exchange and Exchange Online
 - d. Administration of Mobile Device Management systems such as Microsoft MEM/Intune
 - e. The enforcement and adherence to security policies, procedures and corporate governance.
 - f. Other IT and Communications systems and services and IT methodologies across a wide spectrum of information and communication systems disciplines.
3. Highly developed analytical and problem-solving skills in relation to ITC systems, services and hardware and an ability to manage competing priorities and to work under pressure in a busy corporate environment.
4. Highly developed expertise in rigorously maintaining ITC asset and Helpdesk support request records using contemporary asset management and support request information management systems.
5. Ability to effectively and empathetically communicate, regularly over the phone, with a diverse range of end-users that have a varying range of technical expertise to resolve their ITC related issues.
6. Well-developed research, analysis and writing skills to effectively inform, advise and make recommendations in regard to ITC related issues and to maintain technical documentation relating to the ILC's ITC systems and services.
7. Capacity to work independently and as a member of a small team of technical experts while coordinating the timely resolution of a diverse range of ITC issues and support requests.

Special Conditions

The preferred applicant will be engaged under the provision of the ILSC Enterprise Agreement and will be required to undertake a criminal history check and medical assessment. However, the results may not necessarily preclude an appointment.

Appointment to this position will be subject to a probationary review of not less than six months.

Officers may be required to undertake extended hours of work under the provisions of the flex time or TOIL scheme.

The preferred applicant is required to provide effective responses to end-user support requests outside of normal business hours on a rostered, on-call basis.

There may be a requirement for intrastate and interstate travel and stay for periods in remote locations, requiring overnight absences. Travel to remote locations may require the need to drive a 4WD vehicle (training provided) and/or fly in light planes.

Expectations and Behaviours

All employees are expected to conduct themselves in a professional manner at all times. Below are some brief guidelines on the values of the ILSC. Accepting a position with the ILSC indicates that you accept these guidelines and will uphold and promote them.

A full description of the ILSC Values and Code of Conduct is available in the current ILSC Enterprise Agreement available on the ILSC website at www.ilsc.gov.au.

EEO/Diversity – All ILSC employees must recognise and adhere to the principles of Equal Opportunity. This means being non-discriminatory in all they say and do and recognising and accepting the value of diversity within the ILC and broader community.

Probity – All ILSC employees must undertake all their duties in an open and honest manner. Employees must never use their position for personal gain either directly or indirectly. ILSC employees are obligated to recognise and report any instances where a conflict of interest may arise either for themselves or other ILC employees.

Work Health and Safety (WHS) – All ILSC employees have an obligation to work safely at all times and not endanger their own well-being or the well-being of others. This includes employees at ILSC as well as members of the public. Furthermore, all employees are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them.

Customer Service – All ILSC employees are required to make a commitment to providing the highest level of Customer Service to all those people and organisations that they deal with while undertaking their duties.

Continuous Improvement – All employees at ILSC are required to undertake their duties in an environment whereby the commitment to continuous improvement is a core value and accompanies all activities.

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I..... (Employee Name) accept and acknowledge the details outlined within this Position Profile as the basis for the position for which I have been employed.

Signature:.....Date:.....