POSITION DESCRIPTION
Western Australian Local Government Association

Position Title	IT Support Officer
Portfolio	Executive and Corporate Services
Reports To	IT Operations Manager
Employment Type	Full-Time
Location	West Leederville

Team Overview

This position sits within the Technology team which is responsible for technology functions including; business systems, IT infrastructure and security, information management and desktop support which enable the organisation to be contemporary and agile for the benefit of Members.

Position Purpose

The IT Support Officer position is responsible for technical helpdesk support to the organisation and the management of personal computer and mobile devices. This role also provides specialised application support for WALGA Business Application Systems.

Key Accountabilities

IT Support Service	- Primary point of contact for all WALGA IT hardware including desktop, mobile devices, and meeting room AV systems. - Diagnose and resolve technical hardware, software, mobile and communication issues. - Escalation of complex of issues to IT Operations Coordinator - Responsible for IT Service Desk requests schedule and communicating status updates.
Desktop Hardware and Software Support Service	- Responsible for IT hardware lifecycle for employees from commencement to termination including procurement, installation and maintenance of desktop computer hardware and software. - Responsible for other hardware including printers and meeting room AV hardware. - Identifies and recommend on replacement needs. - Provisioning users using Microsoft's Active Directory/Exchange/Office 365.
Application Support Service	Provide application support for WALGA's business application systems users by addressing queries, troubleshooting problems, and assisting with configuration and customisation enquiries.

	• Assist with configuration, maintenance, and continuous improvement of the Business Application System. • Participate in user training and creation and maintenance of user guides to enhance user understanding of Business Application System features and functionalities.

Technology Asset Management	• Assist in the maintenance of an up-to-date record of
	   o the WALGA IT Asset Lifecycle
	   o IT operational guidelines for WALGA user
	   o Internal IT knowledge base

Key Relationships

Who	Why
Internal	
Manager	• Report on progress against objectives and discuss improvement opportunities. • Provide input on required hardware, software and communications purchases • Contribute to continuous improvement program of Business Application System through advice on features and functionality,
Team	• Support a positive environment through teamwork, sharing knowledge and supporting colleagues
Business Applications Manager	• Provide user induction training for business applications in line with specifications of the Business Applications Manager • Contribute user feedback analysis from ticketing system
WALGA workforce	• Provide IT support services • Desktop Hardware and Software support service • Manage expectations and resolve issues
External	
Supplier/Service Providers and Consultants	• Manage business expectations and resolve issues with service providers. • Communicate business needs, facilitate routine business transactions, and resolve issues. • Assist with monitoring contracts and the provision of service to ensure compliance with contract and service agreements

Key Competencies/Demonstrated Experience

Knowledge & Experience	• Bachelor of Information Technology or equivalent (desirable)
	
	• Understanding of ICT system concepts of networking, hardware and software, cybersecurity, cloud computing, system development lifecycle, UX and UI design, and Business Continuity and Disaster Recovery.
	
	• Relevant experience providing first level IT support in a corporate office environment.
	
	• Experience supporting IT environments including working knowledge to support:
	
	   o Corporate PC based end-user computing solutions (Windows, M365, Active Directory, anti-malware, VOIP),
	
	   o Multifunction devices, AV systems, smart phones/tablets etc

	○ Microsoft business applications, including but not limited to Microsoft Dynamics 365 functionalities including CRM and ERP capabilities (desirable) • Experience building and deploying desktops and laptops. • Technical knowledge and experience with Microsoft Azure (desirable). • Experience with ICT Asset Management and Lifecycle • Demonstrated customer focus and knowledge of customer service principles and practices.
Skills	• High level communication skills including ability to clearly explain and present ideas and technical information tailored to target audiences and goals. • Good interpersonal skills, to interact effectively with stakeholders of varying technical background. • High level problem solving and troubleshooting skills. • Good time management and organisational skills with the ability to meet deadlines and prioritise competing demands.
Behaviours	• Promotes the Association in a professional manner in interactions with members, suppliers and the general public by showing openness, truthfulness, reliability and consistency with others. • Takes accountability by accepting responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner. • Demonstrates respect for and willingness to work in the team by valuing the contributions, views and needs of others and participating, contributing and progressing the team's objectives to an agreed outcome. • Shows an awareness of the principles of Workplace Health & Safety and applies them by taking care and being alert about issues in the workplace to WALGA to achieve outcomes for members and stakeholders. • Seeks input from others and considers different perspectives and ideas.