



Duty Statement

Position	Service Desk Technician
Reports to	ICT Operations Manager
Type	Full time; 8.00am to 4.00pm, Monday to Friday with a half hour lunch break
Classification	ICT Technician Level 1; Independent Schools ACT (Support and Operational Staff) Multi-Enterprise Agreement 2021
Last updated	June 2022

The Role

The duties of the Service Desk Technician include face-to-face communication with staff and students, provision of accounts, preparation of computing hardware for staff, basic networking, software and audio visual support and responding to classroom technology issues and other problems.

The Service Desk Technician will have relevant qualifications and experience to assist with the technical needs of staff and students in day-to-day operations.

Duties

It is the nature of the work at Canberra Girls Grammar School that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises and undertake tasks that are not specifically covered in the job description.

Key Responsibilities

- Provide comprehensive Level 1 Support, prioritising, delegating tickets to fellow employees when necessary
- Provide staff, students and parents a high level of Customer Service throughout all communications.
- Perform diagnosis and investigations into problems
- Ability to work independently and effectively
- Ensure all incidents and requests for work are logged into the Help Desk system
- Meet the team's response to resolution time targets
- Logging faults with carriers and 3rd parties
- Assist to maintain and proactively monitor customer and internal networks and systems

Essential Skills/Experience

- Strong knowledge of Microsoft desktop applications – Microsoft Windows 10, Office 2016 and 365
- Basic knowledge of Microsoft Server applications – Server 2016/2019, MS Active Directory.
- Basic understanding of server hardware and VMWare
- Basic understanding of networking technologies such as TCP/IP, DNS, DHCP, routing/subnetting and firewall technologies
- Excellent technical diagnostics and resolution skills
- Previous experience working in a help desk role is not necessary but is highly regarded
- Excellent attention to detail and problem solving skills
- University degree in Information Technology or equivalent industry certification is desirable but not mandatory