Position Description – Service Desk Officer

Core Detail

Title	Service Desk Officer
Role	The position focuses on the end user support working closely with end users (both at Head Office and remote locations), liaising with the Infrastructure team and external support teams to resolve IT issues.

Position Parameters

Employment	Full time, permanent
Reporting to	Service Desk Lead
Location	TriCare Head Office – Mt Gravatt

Detailed Description of the Position

Service Desk Support	- Provide assistance and support to users for all current devices and applications. - Assistance in the support and proactive performance monitoring of: - Server hardware and software (Citrix XenApp 7.x, Veeam, VMWare, SQL) - Networking Hardware / including VOIP phone systems - Port patching. - Configure, maintain and monitor PC workstations, laptops, thin client and printing devices including associated software. - Administration of user accounts and file directory access. - Management of email and internet policy filtering software. - Administration of the Information Services Asset Register database. - Attend site when necessary and complete site audit documentation as required. - Documentation of Internal Policy and procedure and all user problems and solution. - Liaise with external support personnel. - Participate in small IT projects when necessary.

	• Support of CCTV, software applications (e.g., eCase, Epicor, Virtual Roster, Chris21, etc…), Azure, VeloCloud.
Location and Condition of Service	• Located at TriCare Head Office, 250 Newnham Road, Mt Gravatt QLD 4122. • Working hours - normal office hours, but additional as required, particularly to keep users down time in office hours to the minimum and to ensure deadlines are met. • On-Call Roster – to assist with critical issues outside of business hours. • Travel to TriCare facilities when necessary.

Skills and Knowledge

Good working knowledge of the following areas. Further knowledge can be expanded to the TriCare environment specifically during initial probationary period.

- Microsoft Desktop software - Windows 10, Office suite of products (2016).
- Excellent time management and problem-solving skills with proven 2nd line technical support troubleshooting abilities
- Experience supporting users within a Citrix environment.
- Understanding of Microsoft Active Directory.
- Basic understanding of Server, PC, VOIP telephony and networking technologies
- Printer management experience (physical installation and configuration)
- Ability to liaise with people of different IT levels of experience.
- Experience with Dell workstations & laptops, thin clients and Microsoft Surface tablets will be an advantage

Personal/Other Attributes

- Excellent communication skills
- Be an effective contributor to a small team environment
- Self-motivated with keen attention to detail
- Discretion and confidentiality
- Flexible attitude to working hours
- Ability to work under pressure to meet deadlines
- Ability to analyse system data and logs and take appropriate actions
- Problem solving skills
- Willingness to undertake further training to increase skills and keep abreast with industry developments.

Experience

- Relevant qualifications in Information Technology
- Experience in Service Desk roles
- Microsoft qualifications highly regarded
- Experience supporting thin clients in previous roles

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

    a) Work Health and Safety (WHS) legislation;

    b) Related WHS responsibilities; and

    c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review (QPIR).