

Position Description – Service Desk Officer

Core Detail

Title	Service Desk Officer
Role	The Service Desk Officer provides responsive Level 1 and Level 2 ICT support to employees across corporate offices, residential aged care facilities and retirement living locations. The role is responsible for resolving incidents and service requests, supporting end-user devices and business applications, maintaining accurate ICT records, and escalating complex issues to senior technical teams or external vendors. The position contributes to the reliable, secure and effective operation of technology services that support resident care, business operations and workforce productivity.

Position Parameters

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

Detailed Description of the Position

Service desk and customer support	- Act as a primary point of contact for ICT incidents, requests and user enquiries. - Provide support through telephone, email, remote-support tools, ticketing systems and onsite attendance. - Record, categorise, prioritise and manage tickets in accordance with service management processes. - Provide regular and clear updates to users throughout the ticket lifecycle. - Resolve common Level 1 and Level 2 issues within agreed service targets. - Escalate unresolved, high-impact or security-related issues appropriately. - Confirm that issues are resolved before closing tickets. - Identify recurring incidents and contribute to problem-management activities.
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End-user technology support	• Support Windows computers, laptops, tablets, mobile devices, printers and related peripherals. • Troubleshoot hardware, operating system, application, network and connectivity issues. • Configure and deploy new devices using approved build and device-management processes. • Assist with Microsoft 365 applications, including Outlook, Teams, OneDrive, SharePoint and Office applications. • Support user access to Wi-Fi, VPN, remote-access services and corporate applications. • Perform approved software installations, upgrades, patching and basic remediation. • Assist users with meeting-room and videoconferencing technology.
Identity and access management	• Create, modify and disable user accounts in accordance with approved procedures. • Support password resets, multifactor authentication and account-access issues. • Assist with user onboarding, role changes and offboarding. • Apply access permissions based on approved requests and least-privilege principles. • Escalate privileged-access or unusual access requests for appropriate approval. • Maintain accurate records of access changes and approvals.
Location and Condition of Service	• Located at TriCare Head Office, 250 Newnham Road, Mt Gravatt QLD 4122. • Working hours - normal office hours, additional as required, to minimize down time within office hours ensuring deadlines are met. • Travel to TriCare facilities when necessary. • Willingness to undertake occasional work outside normal business hours for planned deployments, critical incidents or maintenance. • Ability to maintain confidentiality when accessing systems containing resident, health, workforce, payroll and commercially sensitive information.

Skills and Knowledge

Essential

- Sound knowledge of Microsoft Windows and Microsoft 365.
- Experience troubleshooting desktops, laptops, mobile devices, printers and common business applications.
- Experience using an ICT ticketing or IT service-management system.
- Understanding of user account administration and access-management processes.
- Strong customer-service and communication skills.
- Ability to explain technical matters to non-technical users.
- Ability to prioritise incidents based on impact, urgency and business risk.
- Strong attention to detail and documentation.

Desirable

- Experience with Microsoft Intune, Entra ID and Active Directory.
- Familiarity with Microsoft Teams, SharePoint and OneDrive administration.
- Experience supporting clinical, medication-management, rostering or payroll applications.
- Experience with remote-monitoring and remote-support tools.
- Basic knowledge of networking, including TCP/IP, Wi-Fi, DNS and DHCP.
- Basic PowerShell or scripting knowledge.

Personal/Other Attributes

- Patient and respectful
- Calm under pressure
- Customer focused
- Reliable and accountable
- Methodical and organised
- Comfortable working independently or as a part of a team
- Able to communicate with users at different levels of technical ability
- Comfortable working in care environments
- Sensitive to privacy and confidentiality
- Willing to take ownership of issues
- Able to balance urgency with appropriate process and security controls
- Committed to learning and continuous improvement

Experience / Qualifications

- Experience providing Level 1 or Level 2 ICT support in a service desk or desktop-support environment.
- Understanding of ITIL or service-management principles.

Highly Regarded

- Experience in aged care, healthcare, community services or another regulated environment.
- Relevant Microsoft, CompTIA or ITIL certifications.
- Other relevant qualifications or specific industry experience
- Experience supporting Epicor, Ecase or Nursecall Systems

Employment Eligibility and Mandatory Requirements

- Be legally entitled to work in Australia and provide evidence of their current work rights before commencing employment.
- Maintain valid Australian work rights for the duration of their employment and promptly advise the organisation of any change to their work entitlement or visa conditions.
- Hold a current Australian driver licence appropriate for operating a standard passenger vehicle.
- Satisfy the organisation's pre-employment screening requirements, which may include identity verification, employment history and reference checks, qualification verification and a national criminal history check.
- Ability to perform occasional physical tasks, including moving, installing and collecting standard ICT equipment, subject to safe manual-handling practices.
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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).