

**Position Description
IT Helpdesk Operator**

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION

Karingal's **Corporate Services Division** provides support functions to all branches, to Senior Management and to the Board in an attempt to promote consistency and best practise across the organisation, whilst enabling Karingal branches to concentrate on providing excellent service to clients without maintaining their own high cost administrative functions.

BRANCH DESCRIPTION

Karingal's **Information Technology** branch works to ensure all Divisions and Branches of Karingal have reliable access to high quality information technology resources including infrastructure and availability of useful applications, email and internet facilities.

Position Specifics

Position objective:	To provide high quality help desk assistance and customer service to operational staff on a daily basis- including the accurate maintenance of the Help Desk data base and timely follow up and rectification any recurring problems. Position also aims to assist IT Support Engineers in their support and maintenance of Karingal's Wide Area Network.
Reports To:	IT Manager
Division:	Corporate Services
Branch:	Information Technology
Primary Location:	Barwon Region
Employment status (F/T, P/T):	Part Time – Fixed Term (12 months)
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Common Law Agreement
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

Personal Capabilities

- Creativity/initiative
 - contribution to continuous improvement
- Decision making
 - autonomous and group decision making
 - decisions made within Karingal's policies
- Forward planning
 - time management
- Industry knowledge

Self Management

- Conscientiousness
 - represent Karingal in a professional and ethical manner at all times
- Resourcefulness
 - knowledge of available resources
 - Continuously seeking to contribute as an effect resource to Karingal Inc
 - Well organised approach to proving IT services
- Prioritisation
 - coordinating multiple projects simultaneously and productively
- Implementation
 - Self-management skills, including updating of projects/tasks via the helpdesk system
 - ensuring accuracy and timeliness of timesheets and helpdesk

Interpersonal Skills

- Influence/Client empowerment (e.g. Empathy)
 - Ability to relate to people from a wide range of computer literacy skills in an empathetic manner
 - A high level of interpersonal and written communication skills, including e-mail, telephone manner and face to face communication
- Customer focus
 - Conduct all communication to staff, clients and providers with a hight level of customer service
- Communication
 - Internal
 - attend regular meetings with IT Team and IT Manager
 - Liaise with other operational staff to monitor IT issues and improvement opportunities
 - Follow up of completed tasks to ensure that requestor is aware of job completion
 - External
 - Liaise professionally with external contractors and service providers
 - participate in relevant industry conferences and training
- Team work
 - ability to contribute ideas to improving work quality and performance
 - an ability to contribute to the success of the IT Team
 - contribute innovative ideas for continuous improvement at Karingal
 - attend and participate in team meetings as required

Skill Application (technical skills)

- OH&S - Operate within Karingal's OH&S Policy and Procedures
- Customer Service
 - Excellent customer service skills with high level of empathy.
 - Good ability to deal with disgruntled users in a compassionate and understanding way.
- Helpdesk
 - Attention to detail with good follow-up skills to fully complete job request.
- Networks
 - Basic understanding of LAN and WAN Network infrastructure
 - Basic understanding of DNS, Network Services and network routes.
- Security
 - Excellent understanding of Active Directory objects, security, permissions and implementation.
- Servers
 - Basic print and file server knowledge with sound troubleshooting skills.
- Documentation
 - Excellent recording keeping and documentation skills.
- Operating Systems
 - Basic understanding of Windows (Server and Desktop) applications and services.
- Applications
 - Excellent level of application support and product research.

Position Specific

- Timelines

- Ability to complete and work through projects and issues assigned with in specified or reasonable deadlines.
- Helpdesk
 - Helpdesk requests always updated and entered for ALL requests completed.
 - Ability to assign requests to other staff members and monitor progress on those requests when required.
- Flexibility
 - The ability to work both unsupervised and in a team environment on various Karingal wide issues or particular projects.
- Documentation
 - Producing and maintaining accurate documentation to support both users and co-workers.
- Training
 - Educate and train staff during all times in a supportive and encouraging way, limiting confusing terminology and information.
- Communication
 - Demonstrate excellent communication and organisational skills with a high level of initiative.
 - Communicate IT service outages with regular updates where required.

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

- Provision of excellent customer service to all internal stake holders including approachability, empathy and responsiveness
- Accurate and timely response, review and management of Help Desk enquiries
- Successful and timely completion of all documents/reporting/databases to a high standard in terms of quality and accuracy
- Completion of general position responsibilities and duties to a high standard
- Demonstrated compliance with all Karingal policy, procedure and work instructions

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Excellent customer service skills and experience ▪ High level organisational and time management skills including a proven ability to prioritise, meet deadlines and work autonomously ▪ Demonstrated professionalism and high presentation skills ▪ Excellent written and verbal communication skills ▪ High level literacy and numeracy skills ▪ Demonstrated ability to work as part of a multidisciplinary team ▪ Successful completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Aptitude and passion for career in customer service with an IT focus ▪ Well developed computer skills

Application Details

Application instructions:	Please send applications including cover letter and current resume to Karingal via email or post as below. Late applications will not be accepted.		
Email:	jobs@karingal.org.au	Postal address:	HR Officer Karingal PO Box 558 Belmont, 3216
Contact person:	Mark Wyeth IT Manager (03) 5229 1099		
Closing date:	Sunday 12 th September, 2010		

“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.

Please visit our website for more information: www.karingal.org.au