

## Position description

<b>Position</b>	Service Desk Administrator
<b>Group</b>	Telecommunications
<b>Reports to</b>	Service Desk Team Leader
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	August 2021
<b>Tenure</b>	Fixed-term 16 months

## Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

## Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Business Services and the Office of the Chief Executive.

## Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

## Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

## Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

## Dimensions

### Reporting relationships

The Service Desk Administrator reports to the Service Desk Team Leader within the IT & Digital Services team in Telecommunications.

### Budget

N/A

### Purpose of the position

The Service Desk Administrator is responsible for providing the first and second level of IT support to VicTrack employees and customers. The primary focus is on the provision of IT operation support to both internal and external customers, in response to incidents and requests. Responses and management of problems, incidents and requests are to be managed in accordance with agreed Service Level Agreements (SLAs) and targets (SLTs) for both internal VicTrack employees and external customers.

The Service Desk Administrator when required, works with IT system engineers, third parties and other VicTrack support teams to resolve incidents and requests and ensure consistent and superior IT service delivery.

## Key accountabilities/functions

- Provide first and second levels of customer support for desktop incidents, initial fault diagnosis, alerts, and service requests, escalating or assigning to third parties or other support teams, where necessary.
- Undertake initial investigations into desktop/network and server problems that arise, and resolve where possible, or otherwise, escalate to IT Service Desk Team Leader or Systems Engineers or other VicTrack support teams in a timely manner.
- Provide satisfactory resolution to incidents and requests within agreed SLA timeframes, ensuring the customer is updated on progress and status throughout the resolution process.
- Monitor active incidents and service requests to ensure they are completed within agreed SLA timeframes, and escalate or action as required, to avoid potential breaches of SLAs.
- Manage and maintain ICT equipment hardware and software assets, licenses, including the procurement, provision and relocation of IT assets as required, and conduct regular audits of IT assets; ensure the IT Asset Register (CMDB database) is kept up to date.
- Provide high quality face-to-face, online and telephone customer support to manage user access, mobile devices using mobile device management software, setup UC and other ICT equipment, and other desktop, application and network support.
- Assist 3rd Level Engineers with Citrix, SCCM, Exchange and other critical applications.
- Undertake the installation, testing and configuration of ICT hardware, software and mobile devices; and work with vendors to resolve technical problems with desktops, printers, mobiles, software and any other ICT equipment or hardware, as required.
- Create and maintain user guides, work instructions and other process documents for both IT staff and general users and provide all new users with an induction to VicTrack's IT policies and applications, and also provide end user training, as required.
- Ensure compliance with VicTrack IT security policies and procedures around application maintenance (e.g. application patching policy) to ensure a secure IT desktop environment is maintained.
- Create and maintain detailed accurate records of incidents, problems or changes in VicTrack's service management application, in a timely manner.

## Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

## Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

## Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

## Individual attributes

### Qualifications

- Tertiary qualification in a Computer Systems related discipline
- ITIL certification is highly regarded
- Microsoft Certified Professional (MCP) (desirable)

### Knowledge and experience

- Demonstrated desktop support experience, in a medium to large organisation
- Demonstrated knowledge of ITIL practices for IT service management
- Demonstrated knowledge and experience working with service desk and service management applications and tools
- Demonstrated experience supporting Exchange and AD
- Demonstrated working knowledge of Microsoft technical architecture, tools and related products supporting desktop, server and network environments
- Demonstrated working knowledge of technologies such as, Symantec Technologies (Enterprise Vault and Endpoint), Citrix, VB scripts, mobile devices and mobile device management platforms
- Demonstrated experience working in a customer service role and working with employees at all levels of a medium to large organisation
- Knowledge of, and/or experience working with, SharePoint, Cisco UC, or trouble shooting third level issues, is highly desirable

### Skills

- Excellent communication skills both written and verbal
- Ability to engage and negotiate effectively with stakeholders
- Ability to work as a member of a team
- Ability to work autonomously, with minimal supervision
- A motivated self-starter, who uses initiative, takes responsibility and required action to ensure IT service delivery is of a high quality
- High level of attention to detail and accuracy all aspects of work
- Ability to troubleshoot and solve complex technical problems in a logical, systematic and consistent manner
- Ability to organise and manage time, and prioritise incidents, requests and other operational activities to ensure they are completed satisfactorily within agreed timeframes and deadlines
- Ability to assess potential risks and issues, assess impact and likelihood, and recommend and apply appropriate controls and priorities to mitigate identified risks

## Interpersonal and other features

### **Internal relationships**

- All VicTrack employees

### **External relationships**

- All VicTrack customers
- Vendors and/or suppliers