



## VOLUNTEER ROLE DESCRIPTION

<b>VOLUNTEER ROLE</b>	ICT Service Desk Officer
<b>PROGRAM</b>	ICT Assets and Technical Support
<b>DIRECTORATE</b>	Niamh O'Malley
<b>REPORTS TO</b>	ICT Service Desk Manager
<b>VOLUNTEER HOURS</b>	2-3 days a week, hours to be discussed in interview

### ORGANISATIONAL PURPOSE

The Brotherhood of St Laurence (BSL) employs over 1200 staff and is supported by approximately 1200 volunteers. Our work is focused in Melbourne and Victoria but branches out through our partners to every state and territory in Australia.

In contemporary Australia, poverty and disadvantage have a strong geographic dimension. The focus of our work is increasingly on places as well as groups of people experiencing hardship such as early school leavers and the unemployed. We create programs which prevent and alleviate poverty during four key life transitions: childhood, adolescence, midlife and retirement.

One of our priorities is to work with state and federal governments and other community organisations to scale up our successful programs. The Brotherhood's approach is informed by the best evidence, including the work of our own research and policy department.

### DEPARTMENTAL PURPOSE

The Information and Communications Technology (ICT) team sits within Shared Services Division and is responsible for the provision of network services (internet connectivity), network security, desktop services (including ordering, setting up and installing new equipment); managing contracts for outsourced services, liaising with staff and external stakeholders about ICT requirements and telecommunications services (landlines, mobile phones, data cards, PABX) and support.

### ROLE PURPOSE

The Service Desk Officer is responsible for the provision of a range of customer services to support the efficient and effective operation of the Brotherhood desktop environment, core ICT services environment, key business applications and related ICT infrastructure. Working remotely and onsite.

## **ROLE TASKS**

### **KEY RESPONSIBILITIES AND DUTIES**

#### **1. Teamwork and Accountability**

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

#### **2. ICT Support**

- Provide responsive and effective service to Brotherhood staff by phone, email and in person, with escalation of requests as appropriate
- Log all incidents and requests to the Service Desk software, and maintain accurate, well-written records of actions taken
- Provide accurate reports on activities as required
- Assist in the day-to-day operation and performance of the Service Desk
- Investigate and resolve higher-level faults/issues, or escalate these appropriately.

#### **3. Systems and User Base Management**

- Manage end user accounts, permissions, and access rights in accordance with best- practices
- Assist with desktop provisioning, service roll-outs and establishment of new sites, as required
- Ensure Configuration Management Database (CMDB) is managed and kept current at all times
- Maintain and protect the confidentiality of information entrusted to BSL ICT systems
- Liaise with external partners and service providers when required
- Ensure documentation for all systems and applications is kept up to date at all times and is centrally stored for access by all team members.

#### **4. User Experience Enhancement**

- Develop and maintain relationships with the user base
- May require to visit Brotherhood sites to provide ICT support
- Provide technical guidance as requested by user base
- Create a positive customer support experience by providing a single point-of-contact for the customer and an end-to-end resolution of incidents and requests, providing communication throughout resolution
- Assist with and conduct user training as required including user focused documentation.

#### **5. Multi-Skilling**

- the incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the manager.

## **WE ARE LOOKING FOR**

### **KEY SELECTION CRITERIA**

#### **Essential**

- Knowledge of how ICT Service desk operates on day-to-day basis
- Understanding and/or experience in TCP/IP and routing, Windows Active Directory 2008/2012 design and administration, Windows Group Policy design and administration, Windows DFS, DNS, DHCP and Print Services
- Knowledge and/or experience or working in a multi-sourced environment and providing support of desktop and laptop PCs in a complex network environment
- Ability to build effective relationships and liaise across all levels both internally, externally with suppliers in a complex outsourced environment and with people from diverse backgrounds
- Knowledge and/or experience in using Microsoft Office Programs including Word, Excel and Outlook, service desk software and Windows client (endpoint) management
- Ability to identify and resolve problems and make appropriate recommendations
- Ability to manage priorities and deadlines
- Holds current Victorian drivers licence
- Understanding of and empathy with the values and ideals of the Brotherhood.

#### **Desirable**

- Solid ITIL knowledge and experience (certification)
- Experience in project methodology (Prince 2).

## **ORGANISATIONAL RELATIONSHIPS**

Internal Liaisons: All Brotherhood staff and volunteers.

External Liaisons: Service providers and vendors, as required

## **CONDITIONS OF VOLUNTEER INVOLVEMENT**

1. This role requires both police and working with children checks. Your volunteer role will not begin until the necessary checks are complete.
2. Volunteers are requested to take responsibility for their own and others' workplace health and safety and to adhere to policies which keep the Brotherhood of St Laurence a workplace committed to equal opportunity, free from discrimination and harassment.
3. All Brotherhood volunteers must be eligible to volunteer in Australia.

## **AGREEMENTS**

I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.

I understand that as a volunteer I am required to adhere to Brotherhood of St Laurence policies, procedures and the code of ethical behavior.

In the event of injury sustained in performing my volunteer role I understand that I can make a claim against the Brotherhood of St Laurence's insurance policy for 85% of my non-Medicare costs up to the relevant policy maximums. Activities taken on my own initiative outside of this role are at my own risk.

I undertake to keep all personal or sensitive information about customers and participants, other volunteers and the BSL team in the strictest confidence by only discussing such details within the bounds necessary to undertake my duties and responsibilities as a volunteer with the Brotherhood of St Laurence.

Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_