



Helping Queenslanders Build Better

Role Identification

Title	Help Desk Support Officer
Classification	AO3 Permanent Full-time position
Program/Division/Branch	Business Services Program, Information Services Division
Location	Brisbane

About this role

The position of Helpdesk Support Officer provides 1st level on-site and remote helpdesk support to BSA staff including those connected via Extranet and who are IT Systems users.

The Business Services Program comprises of four divisions: Human Resource Services, Finance, Information Services (IS), and Administration.

The program focuses on the development, implementation and evaluation of policies, systems and practices which assist BSA to achieve its goals. These objectives are pursued in partnership with the other programs with a focus on continuous improvement.

Key Responsibilities

1. Provide customers with 1st level IS Help Desk Services including:
 - Accept all inbound calls to the IS Help Desk and log all IS related problems and issues. Liaise with customers to clarify details to enable accurate problem definition by relevant IS team members or external service providers;
 - Carry out preliminary fault diagnosis. Consult and advise customers to resolve basic issues and/or rule out predictable causes;
 - Assess and determine the priority of issues notified by customers. Advise customers of the priority allocated to their problem and the likely timing of its resolution. Consult with IS team members where uncertainty exists;
 - Refer customers' problems for resolution (as appropriate) by either BSA IS team members or by making arrangements with established external service provider;
 - As the principal customer relations officer in BSA's IS team, inform and liaise with customers to ensure that they are consulted about and informed of upcoming events associated with BSA IS systems such as planned or unplanned system down- time, upgrades or other changes;
 - Actively monitor and coordinate the progress of all jobs to ensure that customer needs and expectations are met within agreed timeframes.

2. Support the MS Office suite and other desktop computer software;
3. Support customers with basic troubleshooting, including advice on how to effectively use features of the BSA SOE
4. Recommend, enhance and document procedures and standards that will improve service delivery to customers.
5. Recommend improvements and initiatives to improve the use of information technology within the Authority.

The ideal candidate will have:

1. Experience in the provision of Helpdesk services (detailed above) with specific skills and knowledge in the operation of Microsoft Windows in a dispersed network environment including the use and support of Microsoft Office suite software. Candidates should have experience and/or certification working in an ITIL environment and be studying towards Microsoft certification.
2. Highly developed interpersonal communication skills applicable to providing support in a customer focussed information technology environment including the ability to advise, consult and negotiate with staff and clients at all levels and service providers on behalf of customers.
3. Demonstrated analytical and problem solving abilities for identifying, defining and solving operational problems in their current role.
4. Demonstrated commitment to achieving organisational excellence through working in partnership with team members and other teams.

How to apply

Your application must be lodged online through the Smart Jobs website. Go to the website <http://www.jobs.qld.gov.au/> and search under Occupation or Organisation. Download and thoroughly read the Role Description and all associated documentation. Register your details online, including an email address for correspondence. (If you do not have an account, you will need to set one up).

To be considered your application must consist of the following documents as attachments, in a word compatible format:

1. answering the questions attached in no more than two pages addressing how your knowledge, skills, achievements and experience align with the ideal candidate requirements listed 1- 4 above
2. your current resume, outlining your previous work or voluntary experience and any other information which is relevant to this role.

Please note failure to submit the above through <http://www.jobs.qld.gov.au/> may result in your application being overlooked.

Before submitting your application please ensure:

- there are no photos, graphics, or logos on resumes or application letter
- files are not zipped, compressed or password protected as they cannot be uploaded and so cannot be considered
- in a format compatible with Word in a font size of at least 11 is used to ensure it is easy to read
- ensure all editing, track changes and formatting is finalised
- Do not attach any documents other than 1 & 2 above - 3 attachments maximum

- certificates, qualifications, written references, work samples, etc., should not be attached unless specifically requested.

If you do not follow these points we may not be able to download your application which may lead to your application being overlooked.

However, if you are still experiencing problems submitting your application, please send an email to Job.Vac@bsa.qld.gov.au with a brief explanation. Please quote the Vacancy Reference No **BSA 04/12**. Please be aware that if you are not able to upload it we will also most likely encounter the same problem.

Applications close Monday, 20 February, 2012.

For further information regarding the role or associated selection process, please contact Gareth Teixeira (07) 3247 9279.

Other Information and Additional Benefits

On 1 July 2008 the Queensland Building Services Employing Office (QBSEO) was established to provide employees to undertake work for the BSA under a Work Performance Arrangement signed by the BSA and the QBSEO. This Arrangement documents the means by which the QBSEO provides employees for the exclusive use and benefit of the BSA in order to carry out the legislative functions and operational responsibilities of the BSA.

You will receive generous superannuation through QSuper (www.qsuper.qld.gov.au), annual leave loading, 10 days sick leave per year, 20 days annual leave per year, access to flexible leave arrangements (including variable working hours), training and career advancement opportunities.

A person is eligible to be appointed to roles within the BSA if they are Australian citizens; or people who reside in Australia and have permission, under Commonwealth Law, to work in Australia, and remain in Australia indefinitely.

The successful applicant may be required to undergo a probation period of 3 months.

All newly-appointed public service employees are obliged to provide a disclosure of employment as a lobbyist within a month of commencement.

Applications remain current for twelve months.

No third party applications accepted, i.e. we will not require the assistance of recruitment agencies.

Please refer to the Information for Applicants document for further information.

For general information about BSA visit our web site: **www.bsa.qld.gov.au**