

# POSITION DESCRIPTION

The logo for Geelong Arts Centre, featuring the text "geelong arts centre" in white lowercase letters on a dark blue background. The background consists of a semi-circle at the top and a rectangular shape below it, both in dark blue.

## POSITION DESCRIPTION

Position	<b>ICT Service Desk Officer</b>
Department	ICT Services – Corporate Services
Agreement	<u><a href="#">Geelong Arts Centre Enterprise Agreement 2021-24</a></u> and its successors
Award classification	Administration Grade 2.2 (\$54,526 - \$58,835)
Terms of engagement	12-month fixed term in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 81 Ryrie Street, Geelong Administration Office, 22 Malop Street, Geelong Costa Hall, Deakin University, Waterfront Campus, Geelong
Date reviewed	January 2023
Approved by	Chief Executive Officer

## ABOUT GEELONG ARTS CENTRE

[Geelong Arts Centre](#) is the only State Government owned cultural institution located outside of Melbourne, our vision is as a leader connector and creator of extraordinary cultural experiences for local and global communities.

The Geelong Arts Centre is a gathering place for all – a place that boldly offers insights through performance, holds space for public conversation, supports creative experimentation and content development, and is a venue to connect, meet as a community and share a passion for the arts and creativity. It is the creative heart of Geelong.

## OUR PEOPLE

Our people are focused on creating a diverse and bold arts community that embraces and values differences. We value the variety of unique experiences, qualities, and characteristics our people possess, and we share and learn from each other.

Our highly collaborative team of dedicated achievers aim to ensure the business is continually growing, striving for exceptional results for both our internal and external stakeholders, displaying flexibility, resilience and embracing change.

To be successful at Geelong Arts Centre you will embrace and live the values expressed in the Centre's [Strategic Plan](#).

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## OUR VALUES

- Bold** We embrace the freedom to challenge the boundaries of our work.
- Welcoming** Our smile celebrates inclusiveness and a shared passion for creativity.
- Connected** We are proactive in connecting to and engagement with the arts and wider communities, reaching out and facilitating exchange of ideas.
- Ensemble** Our team seeks to work 'as one', respecting and valuing the role and contribution of all.

You will be a person who is ambitious for Geelong Arts Centre's success and optimistic about its future.

## RELATIONSHIPS

- Reports to:** Manager Information Technology Services
- Supervises:** The role does not include direct supervisory responsibilities however works collaboratively with other roles within the Centre to deliver shared goals and improvement projects.
- Internal Relationships:** CEO, Directors, People Leaders, Managers, Centre staff.
- External Relationship:** Managed service providers, contractors and consultants

## POSITION OVERVIEW

The ICT Service Desk Officer plays an important role as the first point of contact for Information and Communication Technology (ICT) services for the Geelong Arts Centre and supporting the day-to-day support. This position works closely with the ICT Service Desk Lead and our current managed service provider (MSP) to provide Level 1 support to all users, as well as hands-on and remote support of the Centre's Technology and Digital systems including hardware and software, whilst assisting with maintaining the overall ICT environment for the Centre.

Working with the ICT Service Desk Lead will contribute to continuous improvement of organisation-wide ICT Service Desk operations and including practices through onboarding, upskilling and learning and communications.

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## PRIMARY RESPONSIBILITIES

- Maintain cooperative working relationships with Centre staff, providing service desk and assistance across level 1 ICT support.
- Be an active part of the Corporate Services team, including attending all team meetings and training as required.
- Ensure the ICT service desk service level agreements (SLA's) are maintained and met for all level 1 ICT service desk incidents and requests.
- Provide high-value level 1 ICT service desk support including maintaining a positive, calm and professional attitude.
- Assist the ICT Service Desk Lead and MSP to identify, develop, update and populate documented procedures as required to ensure continued improvement across ICT Service Desk and ICT knowledge base.
- Installation, configuration and maintenance of hardware and software as required
- Assist with onboarding accounts, security, passwords, hardware and software
- Assist in the support of core business applications as required
- Assist the ICT Service Desk Team Lead to maintain, deliver and continually improve organisation-wide ICT Service Desk operations and practices, including:
  - Clearly articulated and tested user how to guides and other support documentation across ICT support areas
- Assist with asset audits, tagging and asset maintenance in accordance with the Centre's Asset Management policies and processes
- Continuously improve ICT knowledge and skills through self-development
- Perform duties as directed by the ICT Service Desk Lead
- Undertake other duties or assist with projects as reasonably requested.

## SELECTION CRITERIA

### Mandatory qualifications and experience

- Certification(s) in Information Technology or related discipline
- A good understanding of ICT services in a corporate environment
- Experience in the Administration of a Microsoft environment, including Microsoft 365, Active Directory and Azure AD
- Basic understanding of ITIL fundamentals and ICT Systems and Networks
- Well-developed written and verbal communication skills
- Police Check results that are suitable for this position (this will be arranged by the Centre)

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## Desirable qualifications and experience

- 1-2 years' experience working in a similar role
- Experience working within a hybrid ICT support model that includes escalating to an MSP for level 2 and 3 as required
- Experience working with technologies in use at the Centre including predominately Windows based environment (some Apple Mac), Mobile and Tablet (Android and iOS), Microsoft Office 365 Administration and Support, Microsoft 365 Solutions; Intune, Exchange, Microsoft Server 2016 and 2019, Azure Solutions, Active Directory, IPTEL/VoIP Support, Zoom and Teams, Videoconferencing Crestron and Logitech, Physical server and HyperV virtualisation, Cisco Meraki Network; Firewall, Switching and Wireless
- Ability to maintain positive attitude, calmness, patience and professionalism when dealing with difficult customers
- Excellent customer service ethic, with the ability to offer technical help using plain, easy-to-understand language
- Outstanding problem-solving skills; able to actively listen and critically propose solutions
- An active, continual learner; keeping up-to-date with the latest technology and ICT Services across the Centre
- Strong relationship-building skills; able to connect with users' and ensure all their needs are met (or exceeded)
- A component of evening and weekend work may be required as part of the normal hours of duty for this position.
- This role is based onsite in Geelong. Flexible working hours and working from home options are limited for this role.
- Current Victorian Driver's Licence.

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## CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

<b>Service culture:</b>	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
<b>Learning agility</b>	Learns from experiences and seeks opportunities to learn from those who have different lived experiences to their own; welcomes feedback from others and applies learnings to perform successfully in new situations.
<b>Personal resilience:</b>	Maintains composure and focus under pressure; adapts to changing situations and recovers from setbacks.
<b>Collaboration:</b>	Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness and connectedness.
<b>Analysis and problem solving:</b>	Analyses issues from diverse perspectives, draws sound inferences from information available and offers sustainable practical solutions.

## INSTRUCTION TO APPLICANTS

To apply for this role please use the '[Careers](#)' page of our website. To be considered for this opportunity, candidates must address the Selection Criteria and Capabilities requirements and follow the instructions on the Centre's website.

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## DISCLAIMER

*It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements. Geelong Arts Centre requires that the incumbent for the position must undergo pre-employment identity checks and both National and International Police Checks (if spent more than 2 years overseas). Any unspent convictions must be disclosed prior to appointment, or the offer of employment may be revoked. Ongoing currency relating to police checks must be maintained for the duration of employment.*