POSITION:	**Service Desk Officer**
REPORTS TO:	**IT Support Lead**
DATE UPDATED:	**April 2024**

ORGANISATIONAL ENVIRONMENT

The Hester Hornbrook Academy (HHA) provides flexible education and learning options, including VCAL (Victorian Certificate of Applied Learning) and VETiS (Vocational Education and Training in Schools). Recognising that mainstream education is not suitable for all young people, our programs are driven by the personal pursuits of students and integrate wellbeing and life skills approaches. Teachers and Youth workers work together to support students. We have classes and outreach learning options for students who are young mums, currently in or leaving out of home care, experiencing homelessness, or who have been disengaged from mainstream education.

JOB CONTEXT

Each HHA classroom is supported by a team comprised of a VCAL/VETis teacher and Youth Worker. The classroom team collaborates to provide a safe, respectful and productive learning environment. The team works in partnership with the students to understand and address the barriers to learning, to set and achieve academic, pathway and other life goals. The teacher and youth worker bring different and overlapping skills and experience to the classroom to provide a holistic response to the students' educational needs.

The IT team deliver IT solutions and support to ensure that students are supported to access and undertake the education and learning.

JOB PURPOSE

The Service Desk Officer delivers professional and efficient IT support to all employees, students and IT equipment at Hester Hornbook Academy.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

IT Support

- Providing onsite and remote network, desktop and telecommunications support to all HHA employees, students and IT equipment
- Building effective relationships with HHA staff and students to effectively deliver IT support in a timely, accurate, positive, safe and welcoming environment.
- Responding to and resolving IT tasks within the IT Service Level Agreement Policy.

- Proactively monitoring system resources, performance, security and integrity and identifying and resolving (or escalating as appropriate) emerging issues.
- Administering callout of local warranty and contract support as appropriate under the guidance of the IT Support Lead.
- Monitoring routine activities i.e. end point updating, security updates, SOE provisioning, etc. for all HHA devices as directed by the IT Support Lead.
- Monitoring systems and report on all unauthorised access or unlicensed software.
- Assisting in the preparation and setup of new staff, students and campuses. relocations.

IT Administration/Other Duties
- Assisting with the creation and maintenance of IT Knowledge Base articles
- Assisting with HHA IT projects as directed,
- Performing audits on IT equipment and software.
- Provisioning/De-provisioning of HHA staff and student accounts, mail accounts, software, mobile devices, and desktops/laptops using SCCM/Intune.
- Assisting obtaining quotes, producing purchase orders and processing invoices related to IT services and support as directed.
- Supporting the management, configuration and the use of SCCM and Intune for HHA including building and maintaining the SOE environment to support HHA staff and students.
- Supporting the use and configuration of HHA's IT Service Management platform, including the management of all IT tasks to current ITIL standards – logging and responding to incidents, change, problem and continuous improvement.
- Assist with the creation and maintenance of IT key knowledge-based systems.
- Build and maintain positive working relationships with internal stakeholders.
- Participating in meetings, debriefing, supervision, training, and forums.
- Ensuring services are delivered within the framework of HHA's policies and procedures, legislative requirements, and meet the relevant service standards.
- Performing other duties and responsibilities, as directed by the IT Infrastructure Manager

KEY RELATIONSHIPS

This position may have relationships with a diverse range of HHA and MCM employees, HHA students, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	- Staff from HHA (as per the HHA Service Catalogue) - Students from HHA (as per the HHA Service Catalogue) - MCM IT Staff - Staff from MCM Corporate Services Division

External Relationships	• HHA & MCM IT Partners • Outsourced Vendors

KEY SELECTION CRITERIA

Essential:

- Demonstrated experience in system management and administration of IT systems including but not limited to, SCCM; Intune; SOE maintenance/modification/build; server patching; SDS; O365 and Service Now.
- Demonstrated experience working in a hybrid application and infrastructure environment, including onsite, SaaS and IaaS.
- Effective problem solving, proven flexibility and adaptability to respond and adjust to change in work demands.
- Effective organisation skills to manage priorities and meet changing work demands.
- Attention to detail and ability to accurately record service delivery, incident resolution and reporting.
- Ability to work autonomously and as part of a team.
  Ability to communicate effectively with colleagues at all levels of the organisation.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:
HHA's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all HHA policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:
We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:
HHA is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	**Customer Focused** We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	**Collaboration & Cooperation** Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
REPUTATION	**Provable Results** Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	**Doing Our Best** Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	**Builds Capability & Realises Potential** Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
PEOPLE	**Challenge & Change** Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convITions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
Accountable	We act safely in all our interactions. We manage within our financial and resource boundaries. We own our outcomes and decisions. We are proud of the work that we do.