TASMANIAN PORTS CORPORATION PTY LTD
POSITION DESCRIPTION

POSITION TITLE:	Senior ICT Support Officer (South)
REPORTS TO:	Service Delivery Lead
DIVISION:	Corporate Services
LOCATION:	Hobart
CONDITIONS:	Permanent Full-Time (TasPorts EA, Administrative and Technical Officer Level 5)

PURPOSE OF THE POSITION

The Senior ICT Support Officer, reporting to the Service Delivery Lead, provides high-quality technical support to users onsite and statewide remotely, ensuring smooth operation of the TasPorts IT Service Desk and ICT systems. The role is responsible for providing ICT service, advice and guidance to end users across TasPorts and contributes to the ongoing implementation, maintenance and documentation of ICT operational procedures.

KEY DUTIES

- Provide expert advice and support to end users and technical staff, conducting advanced problem-solving analysis and diagnosis to effectively resolve technical and operational challenges.
- Provide technical support to a broad range of IT solutions specifically in relation to Microsoft operating systems, Microsoft 365 and Microsoft Intune consistent with ITIL service delivery priorities and standards.
- Oversee, triage and escalate requests and incidents in TasPorts designated helpdesk system and manage the prioritisation of requests systematically to minimise backlog and ensure operational efficiency.
- Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers or vendors in a timely manner.
- Analyses service and component availability, reliability, maintainability, and serviceability requirements to ensure proposed solution/s meet service level requirements and are in line with industry best practice.
- Maintain and develop excellent working relationships with key suppliers and vendors, conducting dealings in a professional and appropriate manner.
- Contribute to building capability within the IT Team, ensure appropriate documentation is maintained and through effective knowledge sharing and coaching with peers and colleagues;
- Perform other duties as required, in accordance with qualifications and competence including participation in the on-call roster, and undertaking overtime and work outside normal business hours; and
- Reflect TasPorts values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.

LEVEL OF RESPONSIBILITY / ACCOUNTABILITY

Reporting to the Service Delivery Lead, the role acts with limited supervision in performing its core duties to deliver high quality ICT services to staff and TasPorts ICT systems. The role liaises with arrange of stakeholders, including end users, contractors, suppliers, project managers and technical staff on a regular basis to ensure IT requests and incidents are resolved within agreed timeframes. The role operates within a service management framework to minimise risk while seeking innovation and continuous improvement in customer service delivery.

TasPorts Health, Safety and Environment Responsibility and Authority Refer

to Section 4.7 of the *TasPorts HSE Responsibility and Authority Procedure*

Supervisory Responsibility

Nil

KNOWLEDGE, SKILLS AND EXPERIENCE (SELECTION CRITERIA)

1. Demonstrated working knowledge of Microsoft Windows operating systems, Microsoft 365, Microsoft Intune and desktop technologies in a corporate environment.
2. Sound knowledge of ICT principles, practices, current technologies, and platform solutions.
3. Highly developed skills and experience in identifying and analysing problems, developing, and implementing remedial strategies and exercising initiative and responsibility.
4. High level of communication and negotiation skills to develop productive relationships with clients, business stakeholders and 3rd party solution providers and vendors.
5. Demonstrated ability to work as part of a team to achieve quality service outcomes and the ability to individually plan, prioritise and organise own work considering the impact on others in a time constrained environment.
6. Well-developed oral and written communication skills and the proven ability to effectively communicate with a broad range of customers both internally and externally.
7. Eligible to drive in Tasmania and a willingness to travel as needed to site within the organisation.

QUALIFICATIONS

Essential
- Relevant qualification in Information Technology and a minimum of 3 years' equivalent work experience.
- Ability to hold an MSIC (Maritime Security Identification Card).
- Current drivers' licence.

Desirable
- Accreditation in relevant industry qualifications, such as a Microsoft certification, ITIL or similar.