



POSITION DESCRIPTION	
Department	Business Improvement services
Position Title	ICT Systems Officer
Immediate Supervisor	ICT Team Leader
Classification	Salaried
Location	Hobart

FUNCTION
Provide technical assistance and support to Metro end users for any issues related to ICT systems, software, and hardware. Act as the first point of call for all ICT support enquires, troubleshoot problems and advise on the appropriate action in a timely and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide first level contact and convey resolutions to end user issues in a customer focused and professional manner.
- Verify that suggested solutions effectively resolve end user problems through verbal or email follow up.
- Log and track support requests in the ICT help desk, prioritize and escalate jobs as required to other ICT team members.
- Ensure work time for all support requests is accurately recorded within the ICT help desk and that all requests are managed within timeframes set by the ICT Team Leader.
- Perform any IMACs (Install, Move, Add, Change) requests across all ICT systems within set timeframes and according to documentation.
- Undertake small to medium sized ICT projects as instructed by the ICT Team Leader, ensure projects are completed within the assigned time and budget.
- Assist in the maintaining of accurate ICT asset tracking within Metro, ensure all asset registers are kept up to date.
- Create, maintain and update ICT documentation as required as per Metro ICT documentation standards.
- Participate in the ICT on call roster to resolve any out of hours support requests.
- Any other ICT related duties as required by the ICT Team Leader.

SELECTION CRITERIA

Demonstrated capacity to use an ICT help desk system to manage support requests; diagnosing and resolving ICT problems, with the ability to look for and find viable solutions.

Demonstrated capacity to work effectively both autonomously and in a small team environment.

Proven experience in Microsoft office suites and desktop/server operating systems.

Demonstrated capacity to provide sound advice and support to management technology staff and users

An ability to develop and update ICT knowledge on a regular basis via training, research and professional development.

KNOWLEDGE AND SKILLS

Written

Sound written communication skills enabling the production of documents that are clear, accurate and concise.

Verbal

Good interpersonal skills including the ability to communicate effectively at all levels.

Computer

Experience or sound knowledge of Microsoft products

Organisational

Good organisational skills to enable the coordination of a variety of tasks simultaneously including the ability to prioritise plan and complete work activities within tight time frames.

KEY RELATIONSHIPS:

- Metro ICT team members
- All other Metro employees
- Contractors and vendors

LEVEL OF RESPONSIBILITY:

- Reports to General Manager Business Improvement Services, via the ICT Team Leader
 - Assists with coordinating and managing ICT systems across all sites (Hobart, Launceston and Burnie)
 - Manages activities with autonomy seeking guidance on complex or sensitive matters from senior ICT staff or the General Manager Business Improvement Services as required.
-

WORKING ENVIRONMENT:

- The position is based at Metro's Head Office, Springfield Depot with some occasional intrastate travel.
 - Metro is a smoke free working environment
-

COMPANY VALUES

- **Safety**
We take pride in everyone getting home safely, by having a safe workplace; and putting safety first.
- **Respect**
We show respect for everyone at all times by acting with integrity in all our actions, words, intentions.
- **Resilience**
We have the courage to deal with our day-to-day challenges, showing determination; commitment; and strength
- **Unity**
We work together with honesty and transparency; we listen, we collaborate, we cooperate, we celebrate success.
- **Service Driven**
We take pride in what we do and it is our pleasure to deliver an outstanding experience for everyone, recognising we have internal and external customers; continually challenging ourselves to do things better; and striving for excellence.

QUALIFICATIONS:

Essential

- Experience in a similar role, in a complex and/or high availability environment

Desirable

- ICT Diploma or relevant Bachelor's Degree
- Microsoft certification
- Current driver's license

APPROVAL:

Approved By: _____ GM Business Improvement Services

Employee Signature: _____

Date: _____