

Position Description

POSITION TITLE: End User Computing Officer	REPORTS TO: ICT Team Leader Information Technology Services
Pay Band: 2	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>As the Information & Communication Technology “End User Computing Officer” your principal role is to focus on supporting and administering a modern contemporary End User Computing environment, be a key escalation point for the service desk and a back-up support for your ICT peers. You will provide Level 1 - Level 3 technical support, deploy and maintain hardware and applications that enable secure desktop, mobility, telecommunications, collaboration and print environments both remotely and on-premises for all LMW business users.</p> <p>You are required to proactively participate in the design, transition and operationalisation of ICT support services, projects and continuous improvement opportunities which positively impact an End User’s productivity, engagement and overall ICT experience. A key part of your role will be ICT workload management to positively influence our MET performance per SLA’s and Customer Satisfaction indicators across the group. This is achieved by developing and monitoring End User support analytics and reporting. Identifying, mitigating and eliminating reoccurring issues through effective Problem Management and have a passion for innovation and automation using industry leading technologies.</p> <p>Maintain a positive attitude and influence the optimisation of our ICT End User support tools, processes and services daily.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Provide a high-quality ICT customer experience • Be a team player and support your peers as required in other areas of ICT and the business. • Proactively attend toolbox, operations and project team meetings to better understand your business stakeholder requirements, challenges and expectations of End User computing services. • Adopt IT Service Management solution concepts (tools, processes, governance) to coordinate and execute your workloads such as Incident, Service Request, IT Change and Problem management. • Develop and maintain the End User Computing refresh, renew and replace product lifecycle management. • Develop and publish End User Computing reports/dashboards to support operations, projects and continuous improvements. • Close the Loop by providing proactive feedback to customers who have outstanding tickets using the most appropriate communication methods. • Be a constant advocate for the ICT Service Desk, End User Computing and ICT Team with a focus on lifting our Customer Satisfaction. 	<ul style="list-style-type: none"> • Ability to manage performance effectively to meet deadlines. • Actively participate and deliver ICT training and support to the business. • Demonstrate ownership of ICT End User Computing services. • Document the ICT service you provide and measure End User satisfaction KPI's. • Demonstrate your influence to implement improvement initiatives for ICT Service Desk responsiveness, Deskside Support, LMW on-site services and availability of End User services. • Collaborate with ICT Applications team and 3rd Party Suppliers to demonstrate continuous improvement.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Customer	<ul style="list-style-type: none"> • ICT Team • LMW Business Units • All Staff • External contractor's 	<ul style="list-style-type: none"> • Demonstrate strong professional working relations with both internal and external customers. • Customer Satisfaction Feedback (tangible and intangible) • ICT Queue Management Reporting • SLA Performance Reporting
Safety	<ul style="list-style-type: none"> • Support the safety-first culture in the organisation. • Participate in LMW safety activities and initiatives. • Contribute to LMW providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination. • Investigate all hazards / incidents / injuries within areas of responsibility. 	<ul style="list-style-type: none"> • Safety in the workplace is a priority. • Work behaviours promote safe work practices and respect for all staff members. • Completion of mandatory safety surveys, training and awareness.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Efficiency	<ul style="list-style-type: none"> • Be responsive and ensure all queries, incidents, service requests, changes and initiatives assigned to you are actioned and resolved. • Develop and mobilise your on-site schedule to ensure you have adequate customer touch with business stakeholders. • Install, configure, upgrade and support End User Computing products, networks, devices, systems and services as required. • Troubleshoot technical issues from Level 1 to Level 3 and escalate complex problems to your Team Leader, ICT peers and/or appropriate 3rd Party Suppliers for resolution. • Put your hand up when you need additional support and/or believe expectations are beyond your capacity / capability. • Engage 3rd Party Suppliers to align with your expectations and better enable you to be successful. • Optimise the IT Service management platform, enable performance monitoring and use data to proactively identify/resolve complex problems. • Maintain End User Computing applications, security patching, LMW-SOE and required management tools. • Develop preventive maintenance processes, procedures and schedules for the End User Computing environment. • Coordinate and deliver project management expectations of End User Computing. 	<ul style="list-style-type: none"> • Implement an IT Service Management platform with your peers to better manage ICT workloads and provide Service Analytics. • Enable the ICT Services Catalogue for End User Self-Help & Self- Enablement • Provide weekly performance of Incident, Service Request Fulfilment and Problem Management for your function. • Demonstrate the health of the End User ecosystem (e.g. OS Patch Management, Security Patch Management, Device Lifecycle Management) • Be responsive, engaging and self-motivated • Provide exceptional customer service to internal customers. • Proactively recommend system improvements to the Team Leader Information Technology.

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Capital	<ul style="list-style-type: none"> ICT Service Desk budgets allocated in accordance with delegated authority. ICT Service Desk procurement requirements according to applicable policies and procedures were relevant. 	<ul style="list-style-type: none"> Awareness and engagement of ICT peers to support Service Desk improvement activities which require capital investment.

LEVEL OF AUTHORITY
Delegation Category G as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: <ul style="list-style-type: none"> Nil

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications

- Relevant IT Degree, Associate Diploma or
- Certificate 3 in IT Computing / Computer Science or demonstrated IT Service Desk Operations and Support Experience
- Microsoft Fundamentals Certifications in 365, Azure, Power Platforms

Leadership:

- Ability to manage stakeholders, provide service excellence and organisational awareness
- Capacity to impart your skills and knowledge to others

Customer:

- Experience providing high-quality customer services and expectation management
- Ability to communicate at all levels of the organisation
- Have effective communication and interpersonal skills
- Have attention to detail, reporting and quality assurance

Safety:

- An understanding of safety management systems and the ability to lead by example to support a safety-first culture.
- Supports a “Safety” culture within the ICT Team and broader organisation

Efficiency:

- Demonstrated experience working in an IT Service Desk and/or Customer Service Delivery function
- Demonstrated capabilities to track, resolve and monitor customer IT issues and/or requests for service.
- Office 365, Teams, Exchange, Active Directory, Server, SOE and App administration
- MDM via Intune / AirWatch
- Domain Group Policy, SCCM, PowerShell Scripting and Automation

Compliance Requirements *(if required)*:

- Driver’s license or the ability to travel to other locations
- Compliance with a criminal background check
- Confirmation of fitness for work
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW’s Vaccination Policy or a valid medical contraindication.



SIGNATURES: We certify that the content of this position description is accurate:

Position holder:	Date:	Signature:
General Manager:	Date:	Signature:
Managing Director:	Date:	Signature: