

Position description

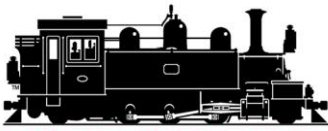
Title:	IT Helpdesk Support
Branch:	Operations - IT
Status:	Full Time (Negotiable)
Location:	Belgrave (Travel to other sites required)
Reports to:	IT Manager
Direct Reports:	Nil
Hours/Days of Work:	38 hours per week, Monday to Friday – some weekend and after hours maybe necessary depending on the tasks required
Employee/Volunteer	Employee
Requirements	Working with Children Check (WWCC); Satisfactory Criminal History Check Category 3 Medical

Job Purpose

This position involves providing responsive, helpful, prompt and proactive assistance to all stakeholders who require help and assistance in relation to information technology and communications issues. This role is the first point of call for managing, prioritising, monitoring and addressing information technology queries.

Key Duties & Responsibilities

- Respond to requests for technical assistance in person, via phone and electronically
- Deliver quality technical support and track/log all requests, reporting follow-up and close out of issues
- Diagnose and resolve technical hardware and software issues
- Research questions using available information resources
- Advise user on appropriate action
- Administer user accounts across a range of systems and keeping current with staff movements
- Develop and maintain IT systems end-user support documentation as directed
- Administer the asset register
- Follow standard help desk procedures
- Administer help desk software
- Redirect problems to appropriate resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare activity reports
- Remain current with system information, changes and updates
- Participate in continuous improvement – learning and development programs and performance management programs
- Actively participate in performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested



PUFFING BILLY RAILWAY

Key Competencies

- Superior verbal and written communication skills
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- High standard computer skills including Microsoft Windows 7/10, Office 365, Android and Apple mobile devices
- Ability to troubleshoot and research complex hardware and software problems.
- Basic understating of networking
- Focus on service excellence, exceeding internal and external customer expectations
- Strong numeracy and literacy skills to manage basic accounting administration tasks

Qualifications & Experience Required

- Desirable - Certificate in Communications/Information Technology or equivalent
- Experience working in a service desk environment and/or desktop support area delivering IT support services for clients in a Windows environment and cloud services
- Demonstrated expertise and experience in providing support to Microsoft Software
- A demonstrated passion for IT and initiative to improve IT services by keeping abreast of current and emerging technologies
- An understanding of Puffing Billy's history and current business desirable.
- Current Victorian driver's license

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders and contractors

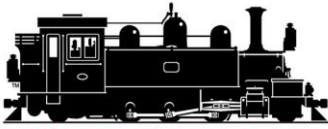
Health & Safety

Safety is everyone's responsibility – through awareness and compliance with the following:

- Safety Policy – reporting hazards to your supervisor
- Drug and Alcohol Policy
- Smoking on Worksites Policy
- Equal Employment Opportunity – Harassment, Discrimination and Bullying Policy
- Comply with the Railway's Safety Management System

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others



PUFFING BILLY RAILWAY

Additional Notes

- Some weekends and public holiday work may be required by arrangement
- As Puffing Billy Railway's peak time is during the Victorian school holiday period, annual leave during school holidays is not always an option

Acknowledgment

I declare that I have read and fully understand the content of this Position Description.

Employee

Signed: _____ Date: _____

Manager

Signed: _____ Date: _____

Approved By:	Nadine Hutchins	Date:	29 October 2018
Last Updated By:	Daniel Smith	Date:	October 2018