

Position Description: ICT Helpdesk Officer

Position Details

Position	ICT Helpdesk Officer
Team	ICT
Reports to	eLearning and ICT Support Manager
Direct reports	None

Position Summary

The ICT Helpdesk Officer will be responsible for providing level one and two ICT helpdesk support to staff and external users (members) of ISQ's ICT environment. This would include supporting application administration and project delivery as needed. They will work collaboratively with the ICT team to ensure that the organisation receives the appropriate level of ICT support.

Relationships

Key internal relationships	ISQ staff
Key external relationships	ISQ members

Responsibilities

The position is responsible for, but not limited to:

1. Recording and prioritising ICT helpdesk tickets, including hardware and software installations, user administration, network (LAN) and PC requests.
2. Providing level one and two support (e.g. Office365, Microsoft Dynamics, Azure / Entra, CoPilot, Adobe, Windows 11, Learning Management System, hardware).
3. Undertaking initial problem assessment, and where relevant, educate the end user with the objective of resolving incidents and reducing recurring issues.
4. Assisting with ICT hardware ordering, warranty management and end-of-life disposal.
5. Providing input to the ICT knowledge base by updating documentation and updating records of known errors and associated fixes.
6. Contributing to the development, implementation, maintenance and review of systems, policies, procedures and practices necessary for the efficient and effective administrative operations of the team.

7. Organising individual workload to ensure responsive and appropriate client services.
8. Effectively completing work in a team environment, to ensure that team deadlines and commitments are met.
9. Communicating effectively with staff, the ICT team and external users to provide status updates and feedback.
10. Provide technical assistance to a range of projects as required.
11. Other duties as required.

Requirements

Knowledge and experience	- At least a years' experience working in a similar ICT helpdesk role. - Experience working in a professional environment
Qualifications and licenses	Tertiary qualifications in Information Technology or related discipline are desirable
Skills and attributes	- A responsive, customer-first attitude - Excellent communication and technical skills - Excellent documentation skills - Strong technical skills to troubleshoot and resolve hardware and software issues efficiently - Analytical and critical thinking skills to identify and solve problems quickly. - Ability to manage multiple tasks simultaneously and prioritise them based on urgency - Collaboration and teamwork skills to work effectively with other IT professionals and departments - A commitment to staying updated on industry trends and technologies - Understanding of cybersecurity best practices and awareness of potential security threats

APPROVED BY: COO
DATE: