



**Southern Grampians**  
SHIRE COUNCIL

Private and Confidential

IT Service Desk Trainee

## About the Southern Grampians Shire Council

Southern Grampians Shire Council, located in South West Victoria has a landscape dominated by the spectacular Grampians mountain range, ancient volcanoes, tranquil rivers and waterfalls and undulating pastoral land dotted with majestic red gums, the Southern Grampians spans the heart of Victoria's renowned 'Western District' with the Shire located 290 kilometres west of Melbourne and 500 kilometres south east of Adelaide.

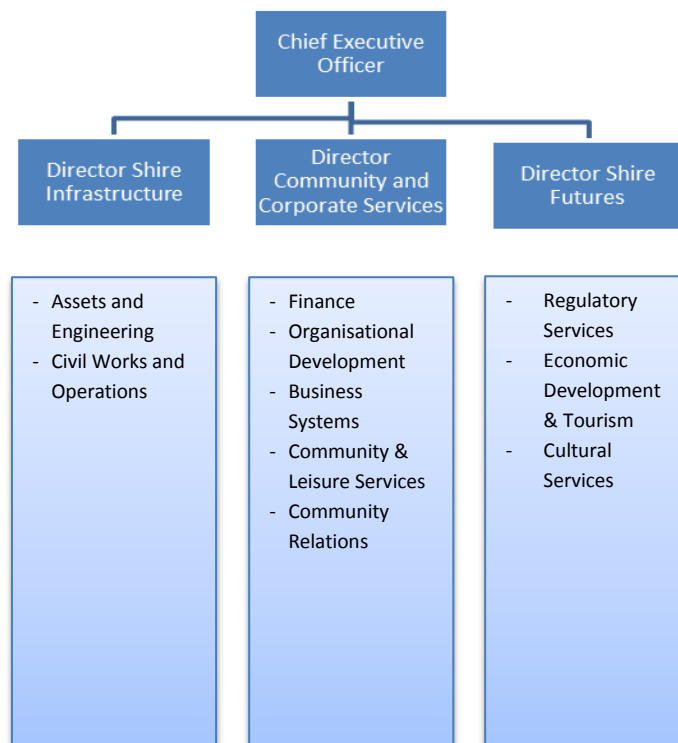
Southern Grampians with an area of 6,652 square kilometres with a population of over 17,000 residents, is a progressive and vibrant community with outstanding recreation facilities, highly regarded schools, excellent medical facilities and a safe family friendly environment. The Council as an organization promotes leadership, innovation and working together and is committed to delivering quality services.

Hamilton which is the main retail and service centre is approximately one hours drive from the coastal areas of Port Fairy, Warrnambool and Portland and is supported by the smaller towns of Balmoral, Branxholme, Byaduk, Cavendish, Coleraine, Dunkeld, Glenthompson, Peshurst and Tarrington. Seven elected members, including the Mayor represent the community of Southern Grampians. For further information visit [www.visitgreaterhamilton.com.au](http://www.visitgreaterhamilton.com.au)  
Bus and Rail services are available to Melbourne, via Ararat and Warrnambool.

## Organisational Structure

Southern Grampians Shire Council is committed to a culture of strong, positive leadership, respect & integrity and aims to attract and retain skilled, loyal and dedicated people by offering work-based training opportunities, flexible working arrangements and providing a great work / life balance.

Council's workforce is organized into three directorates and the office of the Chief Executive Officer with more than 400 staff covering all types of professions – from lifeguards to community support workers, grader operators to customer service officers and librarians to building inspectors. Council's main offices are located in Hamilton and numerous other worksites are spread across the Shire, including Depots, Swimming pools and the Hamilton Art Gallery.



# Our Values

## Innovative

We will be open to new ideas, will welcome creativity and embrace change.

## Collaborative

Together we will work smarter to achieve agreed common goals

## Respectful

We will be caring, accept differences and value diversity

## Trusting

Will be open, honest and brave

## Empowering

We will provide opportunities, and deliver and inspire success

## INSTRUCTIONS FOR APPLICANTS

Southern Grampians Shire Council offer jobs to people on the basis of competencies and experience. The applicant considered to be the best fit for doing the job is selected. To decide this we look at your qualifications, experience, skills, work practice, personal qualities, attitude and organisational fit. Choosing the best person for the job is part of our policy of Equal Employment opportunity. The Position Description (PD) provides the **selection criteria**. You need to show how you meet the selection criteria otherwise your application will not be considered any further.

## COMPLETING YOUR APPLICATION

- Follow instructions in the Candidate Briefing Pack.
- Provide a covering or application letter.
- Write a statement about how you meet each **Selection Criteria** (essential & desirable) for the position. If this is not completed you will not advance any further in the selection process.
- Include a current **Resume**. This should include employment history, including voluntary work, you have done in the past, what organisations you have worked for, the period of employment, the kind of work you did, relevant to the job description.
- Provide the names and phone numbers of **Three Referees** (at least one referee should be current supervisor, if possible). Also add the nature of your relationship i.e. supervisory.
- Ensure you submit your application by the closing date. Applications received after the closing time and date will not be accepted.

## ADDRESSING THE SELECTION CRITERIA

To address the above, you need to demonstrate how you possess each competency by relating it to your experience, skills, knowledge and personal qualities. Use examples, if appropriate, and include any formal qualifications and industry experience.

## SUBMITTING YOUR APPLICATION

Your application can be submitted via email to [jobs@sthgrampians.vic.gov.au](mailto:jobs@sthgrampians.vic.gov.au)

or via post to:

Manager Organisational Development  
'Private and Confidential'  
Locked Bag 685  
Hamilton 3300

Applications must be addressed to the above email address, applications sent directly to staff will not be accepted. Applications must be received by the closing time and date, or they will not be accepted.

Applications submitted via email will receive an electronic acknowledgement, however applications submitted via post will not receive a receipt of acknowledgement.

Please also note that due to a number of factors, our shortlisting process may take up to four weeks thus it may be four weeks before we make contact with you.

## **ATTENDING AN INTERVIEW**

If you are selected for an interview, you will be contacted by phone or email and told when and where the interview will be. Prior to the interview you will be required to complete the following forms:

- A Consent to an employment screening check and
- A Relevant Factual information - Applicant Declaration.

In addition to the interview, you may be asked to demonstrate your skills, knowledge and experience through alternative selection techniques, such as demonstration, presentation or an alternative option.

Council reserves the right to hold a second interview with the preferred candidates.

## **AFTER INTERVIEW**

If you are selected to move to the second stage of the interview process, you will be requested to complete

- A Medical Declaration, and
- A Criminal History Record Check Consent Form.

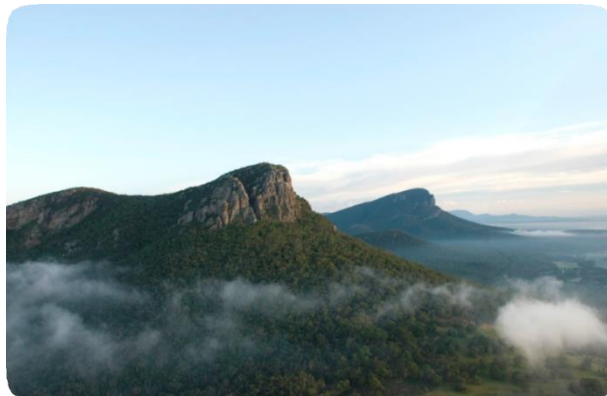
You will also be asked to provide 100 points in Identification check.

You may be asked to undertake a full medical including a drug test and you may also be required to complete a psychological test.

## **ALL INFORMATION PROVIDED WILL BE STRICTLY CONFIDENTIAL.**

You should note the following:

- Any false or misleading information when completing your application pack may result in not being selected for employment, or, if already employed, dismissal.
- Where a criminal record check proves positive, i.e. where the search of criminal records reveals a conviction, the information will be treated confidentially. A positive result from a criminal record check will not necessarily preclude a person from being employed. Each particular case will be determined on its merits and relevance to the position applied for. Disclosure of any pending charges is also mandatory.
- Where an applicant refuses to provide sufficient detail for a criminal record check, the applicant will not be considered for employment.



# CONFIDENTIALITY AND DECLARATION OF INTEREST FORM

## CONFIDENTIALITY *(Each panel member to sign this section.)*

Panel members are reminded of their obligation to treat both the selection process and the information contained in the relevant files with the utmost regard for confidentiality. It is only the panel convenor who is authorised to provide feedback to applicants unless another panel member is specially authorised to do so by the panel convenor. Disciplinary action may be taken in the case of any breach of confidentiality.

As a member of the selection panel for

\_\_\_\_\_,  
(name of position)

I understand and agree to abide by the confidentiality requirements of this selection process.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(please print)

## DECLARATION OF INTEREST *(to be completed if applicable)*

Panel members are also reminded that the Recruitment, Selection and Appointment Standard requires selection methods and their application to be free from bias, patronage and nepotism.

Each panel member is required to declare if he or she has any family, marital or personal relationship with any of the applicants in this selection process that may compromise the panel member's ability to undertake this role.

### DECLARATION

Name of Panel Member: \_\_\_\_\_  
(please print name)

Nature of Declared Interest: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The above matter has been discussed with me ( \_\_\_\_\_ )  
as panel convenor and the following determination made:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Position Details

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Title:	Service Desk Trainee
Classification:	National Training Award
Position Number:	040.2
Business Unit:	Business Systems
Reports to:	Senior Network / Server Administrator

## Position Summary:

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The role of Service Desk Trainee is focused on providing first level support via phone, email or in person and handling the resulting incidents or Service Requests, using the incident management and request fulfilment processes, in line with Service Desk objectives.

## Key Responsibilities

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The main function of this role is to carry out Level 1 Service Desk activities.. Main responsibilities include:

- Provide Level 1 Service Desk support for software and hardware incidents.
- Accurate logging of incident and service request details.
- Assistance with resolution of the incident at first instance, where possible.
- Timely escalation of issues to appropriate support groups.
- Clear and regular communication and updates of ticket status to all stakeholders.
- Create and maintain documentation and support guides for use by Business Systems staff

Other responsibilities include:

- Build and deployment of SOE (Standard Operating Environment) for devices across the SGSC network.
- Assist with purchasing and billing administration duties.
- Act as a role model and embody the organisation's values in all day-to-day activity.
- Provide leadership in the area of Occupational Health & Safety (OH&S) by promoting and implementing work safe principles across all areas of responsibility and take reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.

## Extent of Authority

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- Commit to and adhere with Councils Child Safe Requirements;
- Provide ***“first point of contact”*** to Business Systems service customers for all incidents in relation to incidents/problems and standard service requests for all Business Systems, Applications, Telecommunications and PC hardware;
- Aim to achieve a high level resolution of issues at first point of contact. If unable to resolve on first contact, log details and escalate to other team members as required;
- Maintain strong communications with customers during the management of incidents/problems and requests;
- Adhere to the service level targets in accordance with the Business Systems Service Level Agreements;
- Maintain accurate and up-to-date records within the relevant Service Desk systems and databases;
- Assist other Business Systems team members to undertake basic support activities when required;
- Build and deployment of SOE (Standard Operating Environment) for devices across the SGSC network
- Ensure Service Desk support documentation is created and updated;
- Ensure the appropriate incident escalation and notification processes and procedures are followed;
- Travel to other SGSC locations as required.

## Judgement and Decision Making

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- Make decisions in the carrying out of key responsibilities and duties within the parameters set by the Manager Business Systems;
- Using the Service Desk processes in place to decide when issues are to be escalated and to which resource.

## Specialist Skills and Knowledge

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- Excellent customer service skills;
- Knowledge and understanding of computer technology and appreciation of user requirements;
- A good working knowledge of computer hardware and software



## Management Skills

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- Will comply with systems and policies to ensure a safe work environment by:
  - Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
  - Contribute to OHS consultation processes.
  - Prompt reporting of hazards and incidents.
- Skills in managing time, planning and organising own work in order to meet priorities within set time frames.

## Inter-personal skills

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### **Communication**

Develop and maintain effective internal relationships with customers to maximise the profile, effectiveness and quality of the Business Systems Service Desk.

### **Consultation**

Consult with customers to clarify incident/request details and ensure correct recording of incident/request is recorded in Service Desk system.

### **Collaboration**

Work closely with other Business Systems team members to escalate issues and ensure customers are kept up to date with issue resolution progress

## Compliance with Legislation and Policies

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Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures;
- Southern Grampians Shire Council Staff Code of Conduct;
- Privacy and Data Protection Act 2014 (Vic);
- Equal Opportunity Act 2010 (Vic);
- Occupational Health and Safety Act 2004 (Vic);
- Government/Industry Codes of Conduct;
- The Southern Grampians Shire Council Enterprise Agreement; and
- The Municipal Emergency Management Plan.

- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
- Responsible for ensuring the security of Council's assets under the Officer's control;
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

### Key Selection Criteria

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The employee will demonstrate the following:

- ✓ Genuine interest in Information Technology;
- ✓ Basic knowledge of computer hardware and software, including the ability to learn new computer applications;
- ✓ Knowledge of email and other internet applications;
- ✓ Problem resolution skills;
- ✓ Good communication skills, with the ability to communicate and ensure correct details of a problem are recorded;
- ✓ Ability to follow procedures;
- ✓ A current driver's license;

### Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_