



POSITION DESCRIPTION

Role defined for Youth+ and its Flexible Learning Centres

Title: Junior Help Desk Support – Level 1
Brisbane and Melbourne

Responsible to: Youth+ ICT Services Manager

POSITION SUMMARY

The Youthplus Information Communications and Technology (ICT) Service is responsible for the provision of support, the ongoing management and development of computer based systems used by Youth+ and its Flexible Learning Centres.

The position is based in Brisbane on the Youth+ IT Service Desk providing 1st level IT Support to staff in Youth+ Flexible Learning Centres, via telephone and remote access. As this is a junior position a mentor will be assigned to guide you, as you build your knowledge of IT and our systems.

As the Flexible Learning Centres are located all around Australia it is essential that, if necessary, you are able to travel for periods away from home for 2-5 days, sometimes at short notice.

DUTIES AND RESPONSIBILITIES

The Help Desk Support – Level 1 will:

- Can do attitude
 - Be happy!
 - Strive to make a difference to the people you come in contact with
 - Work as a team; help your colleagues - we succeed or fail as a team not as individuals
 - Be patient – the life experiences and opportunities each of us have had are unique
 - Maintain a professional disposition at all times
- Service Desk
 - Act as the service desk first point of contact for all staff across all schools in our network
 - Deal with all typical routine level 1 tasks:
 - Set up new user accounts; Reset existing user accounts; Delete old user accounts
 - Resolve logon, email, voip telephone, printing issues
 - Resolve issue with access to shared drives/directories
 - Analyse symptoms to determine the underlying problems
 - Resolve problems to resolution or escalate to Senior IT Engineers
 - Efficiently deal with routine service desk calls/service tickets
 - Update documentation and solutions knowledge base
 - Provide on-site installation, configuration and support as required
- Administer systems according to established processes and standard practices
- PC/Apple Mac/iPad/iPhone
 - Process incoming order according to procedures
 - Image hardware with the SOE and dispatch to sites
- Other duties
 - Undertake other duties as reasonably requested by the Youth+ ICT Services Manager or their appointee.