

Service Desk Officer

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us. Therefore, all staff are required to read and sign the One Oxfam Employee Code of Conduct and OAU Child Safeguarding Code of Conduct prior to commencing employment.

Position Number	0051
Classification	Category 5
Section/Unit	Technology Services Unit/Technology Infrastructure Team
Reports to	Service Delivery Manager
Location	Melbourne, you may also be required to work at other locations as necessary
Employment Basis	Fixed Term (Backfilling Leave Arrangements)
Hours of Work	35 hours per week
Suitable for Job Share	Yes
On Call Duties	Yes
Date Last Reviewed	January 2020

Scope of Position

Oxfam Australia (OAU) is one of the most influential international social justice organisations in Australia and part of one of the most effective international confederations of aid and humanitarian agencies.

In more than 90 countries, we are working towards a better, more equal world for all of us - where women and men can use their own ideas, voices and actions to build a future free from the injustice of poverty. Oxfam delivers long term development programming, humanitarian responses and practises high level advocacy and campaigning.

Oxfam Australia is an innovative rights-based agency that leads development debates and practice, works to influence government policy in Australia and around the globe to improve the lives of poor people, and has a strong focus on human rights.

Oxfam Australia's current total annual income is approximately \$90 million.

The Service Desk Officer is part of the Technical Infrastructure Team, and supports the daily operations of agency IT systems including infrastructure and standard operating environments and ensure the provision of quality support to end users through monitoring and actioning service desk requests. This includes users in all sites, Australia, and field country offices. The Service Desk Officer works closely with the other IT teams to provide IT services and support.

1. Key Responsibilities

- 1.1 Ensure the effective monitoring and actioning of Service Desk queries to provide prompt technical and application problem resolution according to urgency, including ownership of tickets for Level 1, Level 2 and Level 3

- 1.2 Contribute to Oxfam's global service desk operation by ensuring effective monitoring and actioning of Service Desk queries to provide prompt technical and application problem resolution according to urgency, including ownership of tickets for Level 1 and Level 2
- 1.3 User access management to all Oxfam Australia customer facing applications through Active Directory. This includes regular maintenance work and reporting.
- 1.4 Plan, coordinate and configure systems hardware and software
- 1.5 Plan, build, test, deploy and manage Windows MOE for desktop environment
- 1.6 Data restore from multiple backup solutions
- 1.7 Support users working remotely using VPN including BYOD. Troubleshoot and provide resolution for L1 – L2 BYOD (Bring Your Own Device).
- 1.8 Printer support for users setup, training, machine faults, AD sync and print server application maintenance
- 1.9 Windows end-to-end desktop support including hardware maintenance and application installation
- 1.10 Provide user support for the agency's VoIP telephone systems.
- 1.11 Work with Powershell scripts and other tools for technology task automation
- 1.12 Contribute to infrastructure technical management and operational work in delivering service
- 1.13 Lead and support IT systems and infrastructure during Oxfam events, including Oxfam Trailwalker events
- 1.14 Coordinate with service providers for necessary service and maintenance support
- 1.15 Facilitate end user IT training and prepare manuals and documentation
- 1.16 Monitor and manage IT assets and ensure accuracy of the central asset registry
- 1.17 Provide expert advice and instruction to staff and volunteers regarding use of hardware and software
- 1.18 Contribute to the development of effective system management techniques, tools and processes
- 1.19 Contribute to IT Infrastructure projects, including researching and recommending solutions for delegated projects and operational requirements
- 1.20 Responsible for performance and maintenance of all IT pool equipment performing monthly stocktakes
- 1.21 Contribute to the development and implementation of Unit, strategic and work plans and key organisational functions
- 1.22 Prepare EOL IT equipment for disposal process
- 1.23 Additional related duties as delegated.

2. Budget

- 2.1 Contribute to the preparation and monitoring of the Technology Services operating and capital budgets

3. Policy

- 3.1 Contribute to the development and maintenance of appropriate information systems policies and operational procedures
- 3.2 Ensure compliance with information systems policies and escalate any issues as required

4. Human Resources

- 4.1 The position has no responsibility for the supervision of paid staff but may be required to recruit, train and supervise volunteers
- 4.2 Required to train other employees in relevant job areas by means of formal training, personal instruction and demonstration
- 4.3 Required to undertake job responsibilities in a manner consistent with equity, diversity, child safe and staff health and wellbeing policies and procedures
- 4.4 Monitor workload and work environment and take reasonable steps to minimise risks to self and others

5. Knowledge & Experience

- 5.1 Knowledge and experience essential to completing the job duties:
 - Experience and thorough understanding of IT helpdesk systems and procedures
 - Experience and thorough understanding of computer hardware/software and peripherals including multifunction printers
 - Experience and thorough understanding of LAN/WAN and network security principals
 - Experience with MS desktop operating systems, MS Office, email clients and internet browsers
 - Experience with building, deploying and maintaining a standard operating environment (SOE) with SCCM
- 5.2 Knowledge and experience that would assist in completing the job duties:
 - Relevant ICT demonstrated experience & knowledge in ICT service operations and customer support
 - MCSE or ICT higher diploma
 - ITIL certification.
 - Experience supporting communications technology including unified communications, VoIP & video conferencing
 - Experience supporting a mobile workforce including VPN access, smart phones and other mobile communication technologies.

6. Skills & Personal Attributes

- 6.1 Essential skills:
 - Strong customer service ethic, working with customers in a proactive manner
 - Effective time management including the ability to prioritise tasks and issues
 - Excellent verbal and written communication skills
 - Excellent problem solving and reasoning skills
- 6.2 Personal attributes:
 - Ability to work effectively in achieving team goals, maintains a positive outlook, always looking for ways to improve
 - Ability to work under pressure and meet conflicting demands
 - Ability work as part of a team
 - Available to work flexible hours as required including periodic weekend work and on call support
 - Understanding of and commitment to Oxfam Australia's development philosophy, principles and objectives
 - Understanding of and commitment to adhere to equity, diversity, child safe and staff health and wellbeing principles
 - Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.

- Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women’s rights, and diversity for all aspects of development work.
- Commitment to Oxfam’s safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.

6.3 Personal Values

- Accountability - Able to set clear goals and monitor personal progress against them.
- Empowerment – Capable of having open, honest and respectful dialogue with others, respecting and including partnerships and communities perspectives into our working activities.
- Equality – Work to high ethical standards and treat all people with respect.
- Inclusiveness – Embrace diversity and able to enrich work activities with diverse perspectives.
- Sustainability – Committed to achieving sustainable results in all aspects of their work.

7. Travel

Occasional interstate travel (Up to three weeks per year) is a requirement of the position. It is a condition of employment that staff abide by all agency security and safety protocols, policies and procedures and the Oxfam International Security Protocol.

8. Child Safeguarding

As an agency undertaking work both nationally and internationally and in humanitarian response, OAU takes its duty of care seriously to safeguard children and recognises that it must meet community expectations and the trust placed in its personnel to maintain the highest standards of conduct with children. Therefore, all positions within OAU are required to understand and comply with the Child Safeguarding Policy, Code of Conduct, toolkit and Social Media User Policy.

This role requires Oxfam representation when occasionally visiting the field (overseas and domestic).

Signature

Employee Name	Employee Signature	Date
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