

The Position:	Helpdesk Administrator
Position Number/Classification:	6016 & 6917 / VPS 3.1
Reports to:	Information Systems Coordinator
Work Unit:	Assets, Facilities & Information Services
Organisation:	National Gallery of Victoria
Location:	180 St Kilda Rd, Melbourne 3004
Date of Review	April 2015
Vision	Creating an inspiring future: Enriching our understanding of art and life.
Primary focus of the position:	Administration of the Assets, Facilities and Information Services (IT) Help Desk.
1. Accountabilities (duties):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Categorise, prioritise, input (where necessary) and appropriately allocate requests received by the Assets, Facilities and Information Services Help Desk. 2. Resolve Level 1 IT support requests (e.g. printer/copier problems, login difficulties, new phone request), resolve Level 2 IT support requests where possible, and escalating as necessary. 3. Contact vendors, support providers and contractors when external service is required to resolve requests (e.g. printer problems, PC hardware faults). 4. Develop procedural documentation to support the administration of the Help Desk. 5. Assist with procurement for the Asset, Facilities and Information Services department. 6. Provide backup to the Records Management Unit, including processing of file requests and retrievals. 7. Ensure that records are created and managed according to the Records Management policy and procedures, including collection database and location records. 8. Contribute to departmental and team goals and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders). 9. Participate and support organisational change initiatives and model NGV values and behaviours.
2. The person – Key Selection Criteria	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. Must be available to work on Friday, Saturday and Sunday. 2. Experience operating an IT service desk and/or CAFM system coupled with experience supporting and a good understanding of the follow environments: <ul style="list-style-type: none"> • Microsoft Windows • Microsoft Office • Apple – Both Mac and iOS • Microsoft Windows Active Directory 3. <u>Customer Focus</u>: listens to customers, actively seeks to meet customer needs, seeks ways to improve services and is committed to delivering high quality outcomes for customers. 4. <u>Advanced Computer Skills</u>: uses a wide range of software application features for word processing, spreadsheets etc and assists others with problem-solving on word processing

	<p>and related applications.</p> <ol style="list-style-type: none"> 5. <u>Teamwork</u>: cooperates and works well with others in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others. 6. <u>Self-Discipline</u>: maintains a consistent and sensible pattern of behaviour, recognises and restrains inappropriate emotions during a situation or interaction and recognises own limitations and works with others to ensure plans are achieved. 7. <u>Problem Solving</u>: seeks all relevant information for problem solving, investigates and probes for the facts, liaises with stakeholders, analyses issues from different perspectives and draws sound inferences from information available and identifies and proposes workable solutions to problems. 8. <u>Verbal communication</u>: confidently conveys ideas and information in a clear and interesting way, understands and meets the needs of target audiences, welcomes constructive feedback and sees things from others' points of view and confirms understanding. 9. <u>Detail focus</u>: observes fine details, identifies gaps in information, looks for logical sequences of information and highlights practical considerations of plans and activities.
3. Other relevant skills, knowledge & experience	<ul style="list-style-type: none"> • Demonstrated understanding of Equal Opportunity and Occupational Health and Safety, creating an environment that is free of discrimination, harassment and bullying.
4. Key Relationships	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> • Department of Assets, Facilities and Information Services staff. • All NGV staff. • Departmental service providers and contractors.
5. Other relevant information	<ul style="list-style-type: none"> • The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment. • Hours of duty will be according to work unit requirements. • All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security & Environment Inductions. • It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time. • The NGV requires all employees to have an understanding of its Risk Management Framework. • Conditions of employment are pursuant to the NGV's Enterprise Agreement. • All new appointments are subject to a three month probationary period which may be subject to review.
6. About the role statement	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>

7. Manager Authorisation	Name : _____ Signature : _____ Date : _____
8. Employee Acceptance	Name : _____ Signature : _____ Date : _____