POSITION DESCRIPTION

SOUTH AUSTRALIA

MAKING A DIFFERENCE SO SOUTH AUSTRALIA THRIVES

Government of South Australia

TOURISM.SA.GOV.AU

Position Description

ICT Service Support Specialist

Purpose of the position

The ICT Service Support Specialist is responsible for providing analysis and resolution of business system issues and configurations to all South Australian Tourism Commission (SATC) staff. This role encompasses several key responsibilities to ensure the effective operation of all ICT services within SATC. The specialist is tasked with accurately logging and managing ICT service requests and incidents, tracking and documenting the progress and resolution of issues, and performing basic troubleshooting for hardware, software, and network-related problems.

In addition to technical support, the ICT Service Support Specialist is committed to delivering excellent customer service. By developing and maintaining positive relationships with the client base, the specialist proactively addresses user needs and concerns to improve customer satisfaction. The role also involves assisting with the configuration and maintenance of business systems, ensuring they are optimized for performance and reliability.

Furthermore, the ICT Service Support Specialist provides user training on ICT systems and tools, creating and maintaining documentation for troubleshooting procedures and solutions. Effective collaboration with other ICT team members and departments, as well as clear communication with users, is essential for understanding and resolving issues. The specialist identifies opportunities for improving ICT services and processes, implementing solutions to enhance the overall effectiveness of ICT support.

Position Title:	Reports to:	Position Classification:
ICT Service Support Specialist	Director Technology and Security	ASO4 Non-Executive Contract
Group / Unit:	**Location:**	**Direct reports:**
Corporate Services, ICT	Level 9, SA Water House, 250 Victoria Square	NIL

POSITION REVIEWED: April 2025

Our Values

GO BOLDLY
We thrive on taking risks and enjoy stepping outside our comfort zone.

DIG DEEPER
We never settle for simply scratching the surface. We're hungry for knowledge, fresh ideas and innovations.

CAN DO
We believe there's nothing we can't do as a team.

SHARE THE LOVE
We have a passion for excellence and exceeding expectations.

POSITION REVIEWED: April 2025

Essential Criteria

QUALIFICATIONS
- Not Essential

SKILLS, EXPERIENCE AND KNOWLEDGE
- Experience delivering high levels of customer service.
- Familiarity with various types of ICT equipment, their functions, and common issues.
- Strong relationship building skills.
- Professional and responsive, verbal & written communication.
- Proficiency in troubleshooting and resolving technical issues
- Strong problem-solving abilities and attention to detail.
- Proactive in addressing user needs and concerns.

Desirable Criteria

QUALIFICATIONS
- Microsoft Certifications

SKILLS, EXPERIENCE AND KNOWLEDGE
- Previous experience in an ICT support role, preferably within a similar organizational context.
- Experience in public speaking or delivery of training.
- Experience working with helpdesk management software.
- Experience with Windows & Apple Operating System and hardware products.
- Strong understanding of IT systems, including hardware, software, and networking.
- Experience with service management software and tools.
- Participate effectively in team projects that enhance efficiency or quality of customer support services.

Competencies	
CUSTOMER SERVICE	Proactively develops customer relationships by listening to and understanding the customer; anticipates and provides solutions to customer needs; gives high priority to customer satisfaction. Proactively assists to improve the ICT experience for the customers.
COMMUNICATION	Speaks clearly and fluently in a compelling manner to both individuals and groups. Clear and concise written communication utilising the appropriate style and grammar for the reader. Communicates well on phone or in person to ensure optimal customer satisfaction
TEAMWORK	The genuine intention and interpersonal skills to work cooperatively with others, within and across the organisation. It includes respecting others, valuing ideas and diversity, supporting the team environment, and subordinating own objectives to the objectives of the organisation or team.
TECHNICAL & PROFESSIONAL KNOWLEDGE	Actively participates in and progresses through identified training courses to enhance skills and knowledge. Pursues opportunities for continuous learning and professional growth to maintain high standards of performance. Attains a proficient level of technical and professional skills and knowledge pertinent to job-related areas.

POSITION REVIEWED: April 2025

Key Responsibilities

CUSTOMER SERVICE

- Use initiative to answer customer enquiries in a timely and informative manner
- Provide customers with timely feedback on unresolved enquiries and details when issues have been resolved
- Correspond with customers effectively in both written and verbal formats
- Deal with enquiries from external service providers within a prompt, efficient and timely manner
- Provide general ICT support and customer service to SATC Staff.

PERFORMANCE MEASURES
- Meet metrics on resolution times and response rates
- Successful contribution/delivery of assigned projects

TECHNICAL SUPPORT

- Responsible for being the primary point of contact for SATC staff
- Looking after request assignment and resolving or escalating where appropriate
- Administer and maintain the SATC user accounts.
- Proactively provide customers with guidance in the effective use of software packages and peripheral devices
- Identify and, escalate privacy, security or cyber violations to the Cyber Security & Privacy Analyst
- Support compliance of the agency's South Australian Cyber Security Framework. (SACSF)
- Develop and maintain high level technical documentation and information pages.
- Support ongoing maintenance on SATC ICT assets.
- Provide ICT support and assistance if required to any SATC events
- Responsible for providing remote access to SATC staff via VPN.
- Assist with Group Policy Management for SATC.

PERFORMANCE MEASURES
- Provides appropriate technical support for SATC.
- Demonstrates ongoing commitment to increasing technical knowledge both through hands-on, ad-hoc and formalised learning methods.
- Ensure new staff are trained in IT induction within the first week of their commencement date

POSITION REVIEWED: April 2025

PLANNING AND ORGANISATION

- Assist in Hardware & software asset management
- Undertake minor ICT related projects under general direction of the Director Technology and Security.
- Assist in creating and updating relevant Computer Support documentation to assist with staff development in software and hardware use
- Assist in managing the induction process for new users, including preparing documentation and creating online forms for required hardware and software.
- Management of New User Induction process, including documentation and creation of online forms for required hardware and software
- Assist in ICT Support required at any SATC events.

PERFORMANCE MEASURES

- All progress on ICT Projects is reported back to the Director Technology and Security on a regular basis.
- All attractable and portable assets (hardware and software) are accurately recorded and maintained.
- All ICT 'how to' documentation is up to date and easily obtainable by end users.

CUSTOMER ENQUIRY MANAGEMENT

- Management of logging, monitoring and tracking of all calls using an IT Service Management platform.
- Escalate enquiries to internal technical resources or external service providers and liaise with 3rd party resources where appropriate
- Management of enquiries and calls from initiation to resolution, or escalation
- Use initiative to prioritise and manage all enquiries and requests accordingly

PERFORMANCE MEASURES

- Customer feedback is kept at a high level.
- Service requests are closed on time with detailed solution recorded.
- Service requests are responded to in a timely manner

ORGANISATIONAL CONTRIBUTION / SAFETY AWARENESS

- Adhere to SATC policy and procedures on all matters relating to health and safety.
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions.
- Follow the principles of a sustainable working environment by following organisational greening initiatives

PERFORMANCE MEASURES

- 100% commitment to Work Health and Safety (WH&S).
- 100% attendance in relevant WH&S training.
- Ensure knowledge and appropriate application of WH&S procedures and policies.

POSITION REVIEWED: April 2025

Special Conditions

- The appointment will be subject to a 3-month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake a relevant national police check or employment screening check
- Class C Drivers Licence and willingness to drive
- Out of hours work, intrastate and interstate travel may be required.

POSITION REVIEWED: April 2025

Position Description

ICT Service Support Specialist

Purpose of the position

The ICT Service Support Specialist is responsible for providing analysis and resolution of business system issues and configurations to all South Australian Tourism Commission (SATC) staff. This role encompasses several key responsibilities to ensure the effective operation of all ICT services within SATC. The specialist is tasked with accurately logging and managing ICT service requests and incidents, tracking and documenting the progress and resolution of issues, and performing basic troubleshooting for hardware, software, and network-related problems.

In addition to technical support, the ICT Service Support Specialist is committed to delivering excellent customer service. By developing and maintaining positive relationships with the client base, the specialist proactively addresses user needs and concerns to improve customer satisfaction. The role also involves assisting with the configuration and maintenance of business systems, ensuring they are optimized for performance and reliability.

Furthermore, the ICT Service Support Specialist provides user training on ICT systems and tools, creating and maintaining documentation for troubleshooting procedures and solutions. Effective collaboration with other ICT team members and departments, as well as clear communication with users, is essential for understanding and resolving issues. The specialist identifies opportunities for improving ICT services and processes, implementing solutions to enhance the overall effectiveness of ICT support.

Executive Manager	Line Manager	Incumbent
Stephanie Rozokos Chief Financial Officer Corporate Services	**Monica Nemeth** Director Technology and Security Information & Communication Technology	**Name** ICT Service Support Specialist Technology and Security Information & Communication Technology
_____ Signed	_____ Signed	_____ Signed
_____ Date	_____ Date	_____ Date

POSITION REVIEWED: April 2025