Senior ICT Helpdesk Officer  
ICT Services & Digital Engagement  
Department  
NGA Level 5/6  
Position No. 3038  
$70,144 – $89,942 pa  
Ongoing Vacancy

The position
As the Senior ICT Helpdesk Officer, you will play a critical role in professionally supporting delivery of information technology services and the communication infrastructure across the National Gallery of Australia.

You will work within a small team of experienced technical experts to manage and maintain a complex Microsoft infrastructure platform. You will also be responsible for detecting and resolving ICT incidents, identifying and implementing improvements in our systems and providing assistance to a range of internal and external clients.

Excellent customer services skills are key in this role, along with sound experience in the operation of ICT hardware, software, telephony and multimedia devices. To be successful in this role you will also have sound communication skills and the ability to meet deadlines and make decisions in high pressure circumstances.

This is a full-time ongoing role, available in the ICT Services and Digital Engagement Department within the Corporate Services Portfolio.

How to apply
If you are interested in this role you must submit a current resume/CV, the NGA Personal Particulars form and a brief statement of claims addressing the selection criteria (1–2 page pitch), which details your skills, experience and qualifications which are relevant to this position. Please note that the selection criteria do not need to be addressed individually. The job description and selection documentation are available below.

Contact
Further information about the position may be obtained by contacting Andrew Hood (02) 6240 6423 or andrew.hood@nga.gov.au. The Recruitment Officer may also be contacted on (02) 6240 6447.

Closing date
Applications close at midnight on Sunday, 10 November 2019 and should be emailed to recruitment@nga.gov.au.
About the NGA

The National Gallery of Australia (the National Gallery) is one of Australia’s leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. The Vision of the National Gallery is to inspire every Australian to experience creativity and learning through art. Our Mission is to lead a progressive national cultural agenda by championing art and its value in our lives. The National Gallery’s values include art for everyone, striving for excellence, creative engagement, courage and respect.

Overview

This position reports to the ICT Services Specialist position and is part of a team providing support of the Gallery’s information technology and communication infrastructure to ensure the effective delivery of IT services.

Duty Statement:

1. Work independently against established priorities, practices and methodologies to identify, assess and resolve ICT incidents and problems to a high level of quality for clients.

2. Manage and maintain a complex Microsoft infrastructure platform using Microsoft SCCM, Skype for Business, SQL Server and other systems management tools in accordance with ITIL disciplines.

3. Provide high level technical advice and training in common business applications (e.g. MS Office) to clients.
4. Work independently against established priorities, practices and methodologies to undertake ICT moves, adds and changes for clients.

5. Provide high level assistance to key customer groups to achieve outcomes in accordance with a range of key performance measures to ensure effective delivery of projects and events.

6. Identify and implement system improvement initiatives.

7. Identify and implement changes based on feedback to improve customer service standards.

Selection Criteria:

1. Demonstrated knowledge in the implementation, support and operation of ICT hardware, software and multimedia for a corporate environment, including exhibition and event areas.

2. Experience performing high level and complex system administration activities, including support of Active Directory, Exchange, networks, VoIP telephony, Printers and Multi-Function devices, multimedia on media devices, and remote support.

3. A demonstrated ability to identify, assess and manage priorities, meet deadlines, resolve problems or escalate issues to ensure client needs are met in a timely manner. Strong team skills and the ability to work with limited direction in a small team in a high pressure environment.

4. Sound communication, negotiation and presentation skills, with the ability to prepare correspondence, show initiative, build and maintain effective relationships and manage diverse stakeholders to achieve work area and agency goals.

5. High order customer service skills with the ability to monitor the impact of and quality of customer service activities.

Qualifications, Certifications and Registrations

- Relevant qualifications in ICT or equivalent experience essential
- Baseline Security Clearance
- Australian Driver’s Licence

Work, Health & Safety Obligations

The Senior ICT Help Desk Officer is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the Gallery.

- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday Gallery business.

**Note:** In line with APS recruitment practices you must hold Australian Citizenship and satisfy a police check. The requirement to hold Australian Citizenship may be waived under exceptional circumstances.