



IT Helpdesk Officer

Salary from \$50,065 p.a. + Superannuation

Liverpool Plains Shire is a vibrant, dynamic and economically strong rural area located four hours north of Sydney and 45 minutes south of the regional centre of Tamworth. The region has a rich agricultural history and picturesque beauty encompassing the foothills of the Great Dividing Range and the sweeping expanse of the fertile Liverpool Plains. The area offers the opportunity for a true rural lifestyle in a friendly atmosphere with excellent transport links. Serving a population of around 8,000 residents, Liverpool Plains Shire Council has over 130 staff members and offers a range of benefits to employees including a 9 day fortnight, training, study assistance and a supportive team based culture.

An opportunity exists for an enthusiastic person with an interest in Information Technology and great customer service skills to join our Information Services team. This role will provide the first point of contact for customers seeking assistance from the Information Service section. This is a great opportunity to obtain hands on professional experience and begin your Information Technology career with Local Government.

In this position your duties will include but are not limited to:

- Provide first point of contact for staff seeking technical support by phone or email.
- Provide excellent customer service and accurate information on IT services or products to customers.
- Collect accurate information and make recommendations for an appropriate solution based on the issue and details provided.
- Record all events, problems and their solutions in designated helpdesk or record management systems; monitoring, following up and updating the status of helpdesk enquiries as required.
- Perform remote troubleshooting or walk customers through the problem-solving process where possible.

To be considered for this role you will have proven experience in an IT support or customer service role. You must also meet the selection criteria contained in the position description which include a strong customer focus and effective written and verbal communication skills.

Please visit Council's website www.lpsc.nsw.gov.au for information about applying and to view the position description. Written applications, including a resume and a statement addressing each of the selection criteria, should be marked **"Confidential IT Helpdesk Officer Application"** and addressed to the **General Manager, Liverpool Plains Shire Council**. You may use the **application form provided if you wish**. If you have any questions about the role, please contact **John Harding, IT Services Manager** on **(02) 6746 1755**

Applications must be submitted directly to Council as follows:

Postal Address: P.O. Box 152, Quirindi. 2343
Hand deliver: 60 Station Street, Quirindi
Email: lpssc@lpssc.nsw.gov.au
Fax: (02) 6746 3255

Applications will be received until **4:00pm Monday, 18 September 2017**.

Ph: (02) 6746 1755
Fax: (02) 6746 3255
lpssc@lpssc.nsw.gov.au

28 August 2017
PO Box 152 Quirindi 2343
Ron Van Katwyk
GENERAL MANAGER

Liverpool Plains Shire Council is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. If you have any support or access requirements, we encourage you to advise us at time of application