



**Position Title:** ICT Service Desk Technician  
**Classification:** Non Award  
**Reports To:** ICT Service Delivery Lead

### About CPL

CPL is a non-profit organisation that provides vital support and therapy services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

CPL gives you the freedom of **choice**, the opportunity to chase your **passion** and the support to live the **life** you choose. We provide services every day, at every stage of your life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

Our services are wide-ranging and include therapies, support services, equipment and employment. We provide individualised programs so you can fulfil your passions, participate in your community and express your creativity.

### Our Vision

An inclusive society for all people.

### Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

### Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

### The CPL Way

**We are a business with a heart.** Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.



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- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

### Position Purpose

Provide first and second level Help Desk support for CPL employees and users of CPL’s equipment and systems.

### Key Responsibilities

- Manage and resolve second level queries through Help Desk activity, including phone calls, emails, in person and online ticket logs.
- Provide technical assistance and maintenance support on software, hardware, applications, communications and connections.
- Manage IT Help Desk tickets as required; scheduling, assigning and/or escalating issues/queries as appropriate.
- Coordinate system upgrades, installations, integrations, customisations, configurations and testing new systems and hardware, and help resolve configuration conflicts and errors.
- Create, change and delete user accounts according to relevant delegations as required.
- Administration of desk and mobile phone user account set up, changes, transfers and closures.
- Maintain accurate and up to date asset/equipment registers.
- Demonstrate and instruct users on basic use of ICT/AV equipment as required.
- Investigate and resolve hardware issues including performing minor repairs, maintenance, technical assistance and support.
- Effectively contribute to project work as required.
- Undertakes other responsibilities as required and directed by the IT Operations Manager.

### Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.



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### Organisational Relationships

- Reports to the ICT Service Delivery Lead
- Liaises internally with all CPL employees and system users.
- Liaises externally with suppliers, contractors and vendors.

### Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Level 2 Help Desk troubleshooting experience across standard ICT architecture.
- Current industry certifications including MCP and ITIL, maintained within 12 months of currency.
- Excellent telephone, personal communication and customer service skills.
- A proactive attitude, ability to solve problems and use initiative to make decisions, plan and carry out tasks without direct supervision.
- Ability to work together and participate effectively as a contributing member of a team.
- Knowledge of Microsoft environments including:
  - MS Office Versions 2003 – 2016 and Office 365
  - MS OS platforms Windows XP – 10
  - Windows Active Directory experience

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening
- Current 'C' class driver's licence.
- Available to work weekends and after hours when required.
- Desirable: Degree, Diploma or Industry Certificate in an IT related discipline and/or experience in similar employment.

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