

## POSITION DESCRIPTION

Mobility Support Specialist (POS2193)

<b>Directorate:</b>	City Corporate	<b>Department:</b>	Information Management
<b>Position Grade:</b>	Grade 8	<b>Reports to:</b>	Coordinator IT Support and Infrastructure
<b>Last review:</b>	August 2018	<b>Next review:</b>	August 2020
		<b>Version No.:</b>	2.0

### Position purpose:

To perform ICT helpdesk jobs as assigned involving installation, maintenance, upgrades and support (Level 1 & 2 support), and to assist with project work involving deadlines and milestones as required. In addition, this role will focus on providing support for mobile devices across the council.

### Key accountabilities/responsibilities:

Responsible for:

- 1) Providing support to councils Fleet of mobile devices
- 2) Providing Help Desk Level 2 support if required
- 3) Providing Help Desk Level 1 support
- 4) Taking part in project work led by Information Management Coordinator or Project Officer
- 5) Taking part in user education and training
- 6) Performing necessary housekeeping processes
- 7) Providing excellent customer service to ICT customers inside and outside Council
- 8) Providing support to peers and managers

### Decisions made in the position:

- 1) This position has no formal delegation of authority

### Decisions referred:

- 1) Not applicable

### Key issues/challenges:

- 1) Budgetary constraints
- 2) Rapidly changing trends in technology and data management
- 3) Ability to prioritise in consideration of time constraints and strong people skills in a customer service environment

### Key working relationships:

- Information Management Team
- External
- Internal Customers
- Customers/Suppliers/Agencies/Departments

**POSITION SPECIFICATION**

**Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.**

**ESSENTIAL CRITERIA****Qualifications/Licences**

- Relevant formal qualifications in information technology e.g. Diploma in Information Technology, MCP, MCSE and/or industry experience gained by practical application over a minimum of 2 years
- Class C Drivers Licence

**Experience**

- Proven experience in supporting smart devices and utilising Mobile Device Management tools
- Two years plus of practical hardware/software, trouble-shooting with Microsoft products
- Working knowledge of PCs, telephony, phones, networks, servers, peripherals
- Proven experience in problem solving and diagnostic skills
- Proven ability to understand user requirements and satisfy user requests
- Demonstrated customer service experience

**Knowledge and Skills**

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Sound communication skills
- Proven ability as a good team player, supportive to peers and the team leader

**DESIRABLE CRITERIA****Qualifications/Licences/Experience/Knowledge and Skills**

- Microsoft Certification & Windows Active Directory experience

## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**