Australian Government
Productivity Commission

Position Description (PD)	
Role	Digital Technologies (DT) Support Officer
Group	Corporate Group
Team	Digital Technologies (DT)
Level	APS Level 4
Location	Canberra – hybrid working arrangements available via agreement
Role context	**About the Team** The DT team ensures that all aspects of DT can support the continuity of current business operations while delivering new capabilities to support evolving business needs. The team leads the innovative application of technology to meet the Productivity Commission's (PC) strategic objectives while keeping core systems and information available, accessible, and secure. As a member of the Digital Technologies (DT) team, the Digital Support Officer performs Digital/ICT tasks in service delivery and incident response. Supporting the Service Desk the Digital Support Officer helps maintain the Commission's DT systems including installation, troubleshooting and upgrade of approved hardware and software.
Reports to	Manager, Workplace Technologies
Direct reports	Nil
Contact officer	Dallas Bland, Manager, Workplace Technologies (dallas.bland@pc.gov.au)
Responsibilities	Working under general direction and reporting to the Manager, Workplace Technologies, the role provides timely, efficient and responsive support services as required. Key responsibilities include: • Consulting, advising, assisting and collaborating with users of the Commission's DT systems by following ITIL methodologies and best practice. • Assist in ensuring the DT Service Desk is adequately covered during the Commission's normal work hours. • Liaising with external technology service providers and suppliers such as Microsoft, HP and FujiFilm regarding resolution of issues, where relevant. • Using remote working tools such as MS Teams and Ninja One to support and collaborate with staff. • Providing training to users of our DT systems where required • Assisting in creating and updating DT team processes such as Knowledge base articles, solutions and Standard Operating Procedures (SOPs). • Assisting in the improvement of the Commission's DT systems.

	• Supporting staff in their use of SharePoint, OneDrive and the wider 365 application suite. • Undertake relevant learning and development activities. • Perform bespoke duties as requested and guided by manager.
Selection Criteria	**Professional expertise:** • A relevant qualification in a related technology or demonstrated experience in a similar role/industry. • Good technical skills in Microsoft Office 365 suite, Entra ID, Exchange online and SharePoint online. • Strong troubleshooting skills for 1st and 2nd level support, including install and support for computer equipment, peripherals, video conferencing office equipment and software. **Effective Engagement:** • Proven ability to communicate effectively with managers and team members from a range of backgrounds and formats and uses language that contains accurate information and that is clear and concise. • Shares information in a timely way, is proactive in assisting others in the team and collaborates effectively with others, contributing positively to work discussions and team meetings. • Ability to build rapport and maintain cooperative and positive relationships with colleagues and key stakeholders. **Personal Productivity and Growth:** • Ability to work under general direction and takes responsibility for planning and progressing work and delivering agreed outcomes. • Works with supervisor to identify and manage competing priorities. • Adheres to work systems and procedures, actively seeks to understand and use all technology/tools relevant to area of work and contribute to improvements. • Leading by example, to contribute to a culturally safe work environment, and one of collaboration, inclusion, innovation, and continuous improvement.