




Helpdesk Support Officer

Position Description

Corporate Services, Level 2

Adelaide

	<p>About ONRSR</p> <p>The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the <i>Rail Safety National Law</i>, and promotes and improves rail safety throughout Australia.</p> <p>Our People</p> <p>At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia's railways – people who are professional, whose values align with ONRSR's values of independence, respect, integrity, diligence and excellence. People motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community.</p> <p>Our purpose</p> <p>Safe railways for Australia</p>
	<p>The Role – Your impact and contribution</p> <p>The Helpdesk Support Officer role is essential to supporting the delivery of a diverse range of IT Helpdesk and IT operational and support services within a small, dynamic national organisation.</p> <p>You will make a valuable contribution through your strong customer service skills and dedication to making work easier for our colleagues through technology.</p> <p>You will focus on contributing to a strong team spirit and providing expertise and skills to ensure a great IT experience for the whole ONRSR team.</p>
	<p>Key Relationships</p> <p>Reports to: Manager, Service Delivery & IT Operations</p> <p>Internal: Your team and all ONRSR staff across all locations</p> <p>External: Vendors supporting ONRSR's systems and infrastructure</p>
	<p>Your Responsibilities</p> <p>Activities</p> <p>Combining your enthusiasm for customer service and your sound experience in supporting technology and hardware you will:</p>



- Provide help and support to ONRSR staff in their use of ONRSR technology, eliminating faults so that number of incidents reported is reduced, and improving confidence in the IT services we provide.
- Support the promotion and delivery of user education and adoption of new technologies.
- Deliver 1st level end-user support, which is proactive, cooperative and dependable by analysing user needs and developing rapport with clients.
- Ensure appropriate technical documentation and governance are kept up to date.
- Support the maintenance and population of helpdesk knowledge base articles and FAQs.
- Provide technical onboarding and offboarding support and simplification to all colleagues.
- Support with the monitoring and maintenance of systems and application.
- Assist your colleagues in routine and ad-hoc activities including the identification and resolution of IT incidents and problems, maintaining configuration management and Hardware Fleet.
- Maintain skills in relevant current and emerging IT technologies utilised by ONRSR



What you Bring – Key Competencies

Key to success in this role is that you:


- Have an understanding of the Information Technology Infrastructure Library (ITIL) framework.
- Experience in providing level 1 Helpdesk support for Microsoft Operating systems (Windows 10 and 11), Office365, and other Microsoft applications (Power suite, Dynamics, etc).
- Demonstrated ability to work independently as an individual or as a team member, reliably and with minimal direction.
- Demonstrated ability to prioritise and resolve issues in a structured and timely manner.
- Demonstrated high level interpersonal skills and a strong customer service focus.
-
- Good written and verbal communications, sound organisational skills and a good attention to detail.

Helpful qualifications and experience

- Sound understanding of Desktop support Windows 10/11.
- Understanding of Microsoft & Office 365 technologies
- Basic use of all Office applications and some understanding of how to support them.

Your compliance

As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible to actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers

	<p>while undertaking ONRSR work. This includes workers recalled to duty unexpectedly who should decline to work if doing so puts them in breach of the Drug and Alcohol Policy.</p> <p>Other items of note</p> <p>On occasions, this role will require you to work outside of normal business hours, on weekends and public holidays. There is a requirement to travel which may include short stays in ONRSR interstate offices. If you would like more information about how ONRSR regulates please read the ONRSR Way 2020.</p> <p>Privacy Notification</p> <p>ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.</p>
	<p>Our Commitment to you and your Commitment to ONRSR</p> <p>ONRSR is genuinely committed to investing in the capability of its staff and is proud of its structured Regulatory Officer training program that will support Regulatory Officers in learning the <i>ONRSR Way</i> to rail safety compliance in a supportive environment. Opportunities to learn key skills in both a classroom and infield setting are made available through the delivery of our training program and advancing your skills and knowledge in these areas is also available within this program. The success of this program also relies on your engagement and willingness to coach and mentor staff.</p> <p>ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development and Review process; demonstrating appropriate and professional behaviours in accordance with the Code of Conduct and values; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed.</p> <p>I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability.</p> <p>I understand that I may be required to perform other duties from time to time to fulfill the position requirements.</p>