POSITION DESCRIPTION	
Title:	**Team Leader Desktop and Devices**
Group:	**Business Technology and Customer Services**
Reports to:	**Manager Information Communication Technology**
Grade:	17
Hours:	35
Vehicle:	No
Position Code:	74060
Date updated:	February 2018

Position Purpose

The role of Team Leader Desktop and Devices is to provide technical support for Council's desktops, laptops, mobile devices, printers and voice technology. This includes providing excellent communication and problem solving skills to assist the Information Communication Technology Team to meet the challenge of providing quality services to our diverse base of approximately 350 users. The role is customer focused to ensure support in an MS Windows/MS Office environment. The Team Leader Desktop and Devices will provide coordination and support for both phone and email helpdesk support as per an agreed schedule ensuring a high level of customer satisfaction and continuous improvement in service delivery.

Qualifications and Experience

(Minimum required/essential for success in the job)

Essential:

- Bachelor Degree in Information Technology or relevant Information Technology certification and a minimum of 4 years relevant experience
- Demonstrated experience with installation, diagnosis and problem solving of hardware, software and related issues in a corporate environment
- Demonstrated Experience in the operation and support of;
  - Windows Operating Systems
  - Active Directory
  - Microsoft Office 365

- o Microsoft System Centre Configuration Manager, or similar, to develop and deploy the standard operating environment.
- o Citrix Management Studio
- o Mobile software and app solutions
- Demonstrated experience in a Help Desk environment leading a help desk team and providing support to personal computers, mobile devices, multifunction printers
- Demonstrated ability to acquire and apply skills and knowledge in a changing environment
- Demonstrated ability to work independently, as well as part of a team
- Excellent written and verbal communication skills
- Demonstrated supervisory experience with the ability to lead, support and motivate a team
- Experience in using a quality management system or other business improvement initiatives
- Experience in telecommunications systems management and support including VOIP and Mobile voice solutions

Desirable:

- Experience in supporting users on corporate applications such as Technology-one suite.
- Experience in the management and delivery of ICT projects.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Technical Responsibilities

- Manage and maintain hardware procurement including maintenance contracts, configuration and inventory of all desktops, laptops, tablets and mobile phones across the organization.

- Manage and maintain all client software procurement and licensing across the organisation.

- Manage and maintain Microsoft Enterprise Agreement licensing.

- Manage client operating system lifecycle and ensure currency of operating system environment as deemed necessary.

- Manage and maintain endpoint protection software for all desktops, laptops, tablets and other client systems across the organization.

- Ensure integrity of objects, containers and group policies within Active Directory.

- Create and maintain documentation regarding standard operating environment (SOE), hardware and security configuration and support procedures.

- Adhere to desktop management infrastructure best practices, including:

- o Desktop Management through Microsoft System Center Configuration Manager 2012

- o Core image build and management for Microsoft Operating Systems via Microsoft System Center Configuration Manager 2012

- o Desktop patch management (Microsoft and Non-Microsoft) via Microsoft System Center Configuration Manager 2012

- o Application packaging and deployment for both Microsoft and non-Microsoft applications

- o Group Policy Objects, including Group Policy Preferences, for desktops configuration

- Manage ICT projects and complete all necessary planning, meetings, communications, and reporting as assigned by Manager Information Communication Technology Manager.

- Ensure the Help Desk team deliver a professional, customer focused and high performing support service in line with agreed service scope and service levels.

- Manage the team including assisting with the professional development of team members to enhance skills and promote cross-skilling and performance reviews.

- Provide support, coaching and mentoring to team members to ensure that all objectives and commitments are fulfilled in line with expectations, agreements and standards.

- Maintain and improve support methods, standards, KPI's and SLA's across all ICT supported applications and infrastructure.

- Develop and maintain professional relationships with key stakeholders (ICT and the business), including relevant third parties and strategic partners.

- Ensure completeness of root cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.

- Assist with the development and implementation of business continuity and service recovery plans and activities.

- Ensure applications/software environments are fully maintained with appropriately supported updates, patches and/or service packs in line with good practice system maintenance policies.

- Ensure Council technology users are working at their optimal best on desktops, laptops, handheld communication devices and workstations.

- Make improvements to Help Desk Service Delivery Management processes according to industry best practices.

- Perform troubleshooting and Level 2/3 support where required.

- Manage and maintain Council's VOIP telephony solution to achieved desired levels of service and functionality.

- Facilitate the secure disposal or return of ICT desktop and devices equipment.

- Manage and maintain Microsoft cloud environment including, but not limited to, email, identities and mobile device management.

Organisational Responsibilities

- Act with integrity by demonstrating professionalism and setting an example for others to follow

- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve

- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate

- Display a strong customer focus ensuring that the customer is at the centre of all service delivery touch points

- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond

- Demonstrate accountability by assessing work outcomes and identifying and sharing lessons with the team to inform future actions

- Display strong people management by addressing and resolving team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Ability to actively contribute to the overall performance of the Group through support to the Manager Information Communication Technology and the Group Manager Business Technology and Customer Service.
- Create and maintain full and accurate records which document activities and decisions and file these records into ECM

- Participates in Emergency Management events and Emergency management training

Work Health & Safety

- Required to take reasonable care of self and others in the workplace

- Cooperate with all health and safety policies and procedures agreed to by management and staff

- Report any unsafe conditions that are identified

- Not bypass or misuse systems or equipment provided for WH&S purposes.

- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Organisational Values

- Apply and demonstrate the key organisational values – integrity, respect, service, adaptability, collaboration and safety.