

Position information package

Help Desk Officer, Clerk Grade 5-6

Position number: 12/CO6807



Dear applicant,

Thank you for your interest in applying for the temporary part-time position of Help Desk Officer at the Art Gallery of New South Wales (AGNSW).

The AGNSW is a New South Wales State institution and part of the Department of Trade & Investment, Regional Infrastructure & Services. With a significant collection of art including Aboriginal, Australian, Asian and European, the AGNSW presents a dynamic program of national and international exhibitions involving significant loans, and attracts over 1.3 million visitors annually. The AGNSW is also an active institution with extensive corporate and internal functions. We also present a variety of public programs for schools and tertiary groups as well as school holiday workshops for children.

The AGNSW is located adjacent to the Domain and manages the Brett Whiteley Studio in Surry Hills and an off-site collection store at Lilyfield and Padstow. We employ approximately 350 people on an annual basis and have a current effective full time average of 238 staff.

The Gallery offers a stimulating and enjoyable environment to work in as well as a number of beneficial employment conditions, including:

- five-minute walk to Martin Place and St James train stations and buses
- Employee Assistance Program to provide confidential counselling services to staff members and their families
- salary packaging for superannuation, leasing vehicles and transport tickets
- favourable leave conditions
- Research Art Library
- the Gallery Shop, a leading retailer of art books with a discount for staff on merchandise
- Access to the Gallery's exciting film and lecture programs
- in-house cafe and restaurant run by Trippas White Catering

This employment information package includes a copy of the advertisement, a copy of the position description and department structure and a guide to applying for positions in the NSW Public Sector.

If you require further details about this position, please contact Maurice Cirnigliaro on + 61 2 9225 1888 or email Maurice.Cirnigliaro@ag.nsw.gov.au

We look forward to receiving your application.

Yours sincerely



Jenny Albert
Human Resources Manager

Position advertisement

Position title

Help Desk Officer, Clerk Grade 5-6

Position number 12/CO6807

Temporary part-time – 21 hours per week

The Art Gallery of NSW is seeking to fill the temporary vacancy of Help Desk Officer for a period of up to six (6) months.

Role description

The successful applicant will be responsible for the resolution of help desk requests as well as installation and general maintenance of ICT equipment.

Salary package

Total salary package valued up to \$51,490 – salary range \$42,288 - \$46,660, plus 9% employer's contribution to superannuation and annual leave loading.

Selection criteria

1. Experience in a help desk or similar service and experience working in a team environment.
2. Experience in the use of a range of computer and telecommunications equipment and peripherals together with experience in the use and application of software including MS Windows 2000/XP, Microsoft Office and Lotus Notes.
3. Demonstrated experience is required in the installation and maintenance of computers, peripherals and network devices.
4. Knowledge of PC hardware and the ability to do break/fix to a board level and TCPIP networking.
5. Sound problem-solving and analytical skills with the ability to work under pressure and meet deadlines, resolve conflicting priorities and interpret user requirements.
6. Excellent communication skills and a strong customer service focus to deal with inquiries and respond quickly and effectively to user needs.

Contact officer

Maurice Cirnigliaro tel +61 2 9225 1888 or email Maurice.Cirnigliaro@ag.nsw.gov.au

Applications

Apply online at www.jobs.nsw.gov.au/ (search for 'Art Gallery' in keywords)

Closing date for applications

Monday 9 April 2012

Position description: role specific information

Position title

Help Desk Officer

Classification/grading

Clerk Grade 5-6

Organisation

Art Gallery of New South Wales (hereafter referred to as AGNSW)

Art Gallery Road, The Domain, Sydney NSW 2000

Division

Finance & Corporate Services

Reports to

Head of ITC

Direct reports

None

Indirect reports

None

Role context

The AGNSW is a New South Wales State institution and part of the Department of Trade & Investment, Regional Infrastructure & Services. With a significant collection of art including Aboriginal, Australian, Asian and European, the AGNSW presents a dynamic program of national and international exhibitions involving significant loans, and attracts over 1.3 million visitors annually. The AGNSW is also an active institution with extensive corporate and internal functions. We also present a variety of public programs for schools and tertiary groups as well as school holiday workshops for children.

The AGNSW is located adjacent to the Domain and manages the Brett Whiteley Studio in Surry Hills and an off-site collection store at Lilyfield and Padstow. We employ approximately 350 people on an annual basis and have a current effective full-time average of 238 staff.

The ICT Department is one of seven departments within the Finance and Corporate Services Division. ICT is responsible for the development and maintenance of an integrated information system. The key activities are the provision of service desk support, training and development services.

Role purpose

To provide the Information Communications Technology (ICT) help desk function to Gallery staff including; resolving computer and communications issues at the time of installation and on an ongoing basis.

To coordinate with the Network Operations Manager and ICT Manager the resolution of help desk requests and assist staff in using network facilities efficiently and effectively. To assist in the provision of telephone services within the Gallery and their subsequent maintenance so as to ensure all information, communication and data system requirements of the Gallery are functional, and in accordance with Gallery requirements and Government standards.

Scope of position

The position holder's primary role is to provide ICT help desk advice and support services to all AGNSW staff. This includes hardware, software and telecommunications (ie telephone and PABX, VoIP, fax, voicemail and mobile phone administration).

The position holder also acts as the first point of contact for the ICT department by fielding inquiries, determining the priority of requests, and referring more complex computer problems to other ICT staff. The position holder also provides assistance with requests for training and maintains up to date information on training providers and courses available.

The position holder maintains the 'Lease of Portable Equipment' register which includes laptops, memory sticks and other ICT equipment. The position holder updates the 'How To' technical instruction database and the previous help desk issues database so as to expedite problem resolution and provide an FAQ of common ICT issues.

The position holder carries out daily ICT office administration services including maintaining the asset register and undertakes audits of ICT equipment.

The position holder also assists other ICT staff in the daily maintenance of the ICT infrastructure including data backup and restore, printing, capacity management of disk space and archive storage, network users lists, setup of the ICT component of exhibitions, training and presentations, special project installations including Bookshop/Exhibition POS and voting equipment, and ensuring that software licenses are updated.

Challenges/problem solving

The position holder must be able to accurately diagnose ICT help desk problems and resolve them expediently. As the Gallery has a number of computers and a range of software applications, the position holder must determine priorities effectively.

The position holder must have the ability to adapt to support techniques with current and new staff, alternate technologies and dissimilar helpdesk jobs within the organisation. The position holder must keep abreast of new ICT trends/equipment.

Decision making

The position holder is responsible for determining their daily work schedule based on helpdesk requests and makes decisions regarding the priority of user requests for assistance.

The position holder will pursue or escalate more complex computer problems` through to the Network Operations Manager, the ICT Manager other specialist ICT services provider for resolution.

Communication

Within the ICT Department, the position holder communicates primarily with the ICT Manager and the Network Operations Manager regarding help desk requests and general issues and to share information and/or seek specialist advice.

The position holder communicates with staff at all levels within the Gallery by providing systems assistance and advice and feedback when appropriate regarding its nature and course of help desk requests.

Externally the position holder communicates with contractors, suppliers and other technical specialists.

Positions dimensions

Not applicable

Key accountabilities

Provide first level support and a central point of contact for all ICT hardware/software and networked systems and telecommunications needs including mobile phones and landlines, ensuring that equipment and systems are operating efficiently.

Resolve problems arising following the installation of hardware and software to ensure the reliable operation of the network.

Provide daily administrative support for the ICT Manager and Network Operations Manger involving checking help desk status and dealing with staff ICT issues and liaison with other external sources.

Organise and conduct software training for all staff.

Assist in the daily 'housekeeping' of the computer network and telecommunications systems to ensure their efficient operation including backup procedures, file retrieval, disk quota and mail quota maintenance.

Install and configure common use software, equipment upgrades and rollout of new systems as deemed by the Gallery's Standard Operating Environment.

Undertake audits of all ICT and communications equipment.

Maintain the 'How To' knowledge base when new or alternative methods of problem resolution occur.

Knowledge, skills and experience

The position holder needs experience in the use of a range of computer and telecommunications equipment and peripherals together with experience in the use and application of software including MS Windows 2000/XP, Microsoft Office and Lotus Notes. Experience and knowledge of Gallery applications such as FileMaker Pro, CHRIS21, Vernon Collections, Deskbank, SUN Financials, Raisers Edge Membership system, Fotoware, Trim (File Management System) and Bookscan and a variety of other database and software programmes can be gained through on-the-job training.

Demonstrated experience is required in the installation and maintenance of computers, peripherals and network devices. Knowledge of PC hardware and the ability to do break/fix to a board level is required. Knowledge of TCPIP networking required.

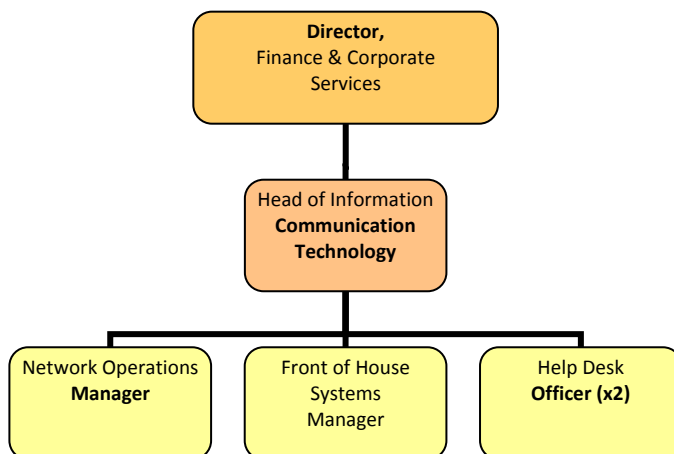
The position holder requires a thorough knowledge and understanding of hardware and software systems and network operations and be able to accurately identify and diagnose hardware faults and software problems.

The position holder requires experience in a help desk or similar service and experience working in a team environment.

The position holder must have sound problem-solving and analytical skills with the ability to work under pressure and meet deadlines, resolve conflicting priorities and interpret user requirements.

The position holder requires excellent communication skills and a strong customer service focus to deal with inquiries and respond quickly and effectively to user needs.

Department structure



Applying for a job with the Art Gallery of NSW

Selection for NSW Government positions is based on merit. This means that the person whose skills, knowledge and experience best match the job requirements will be selected.

It is important that you obtain access to the information package, which expands on the information contained in the job advertisement. This will assist you to complete the application. Electronic information packages are hyperlinked from each job advertisement and can usually be printed or downloaded. In addition to the information contained in the package, the website of the Public Sector Workforce Office contains useful information for completing your application and about working for the NSW Government.

It is strongly recommended that you complete this process so that you maximise your chances of obtaining an interview for the position. To do this, you must submit a completed 'claim for the position', your resume and any other documents you wish to include. A brief covering letter is optional and can be attached along with your resume. Your 'claim for the position' is the most important part of the application, you should address each of the selection criterion by describing your skills, knowledge and experience and how they could be used in the job.

Any statement on your application that is found to be deliberately misleading could make you, if employed, liable to dismissal.

When accepting a role in the Government you need to be aware of the principles of a 'diverse, fair and safe workplace' (see further documents). This means that you understand and will support these principles in your new role.

Applications should be sent to the address outlined in the advertisement by the due date.

The interview and selection process

After assessing the applications, the selection committee will choose those applicants who best meet the selection criteria for further assessment. The selection committee may use a number of methods to assess your ability to do the job including: interview questions, work samples, tests and referee and records checks.

Referee check

At the interview, you will be asked to provide the name and contact details of two referees – a current or recent supervisor(s) and/or a current or recent colleague(s). Referees are asked to provide information on your work behaviour and performance and can be asked to verify or comment on claims made by you.

Criminal record check

The NSW Government requires that a criminal record check be carried out on applicants recommended for some positions. A criminal record does not necessarily disqualify you from selection. If the criminal records check results in rejection of your selection, you will be given the opportunity to discuss the matter before a final decision is made.

Working with children check

When applying for a position in child-related employment a 'working with children check' will also be undertaken. This is a formal process of checks to help determine your suitability to work with children or have unsupervised access to children in your work. The check takes into account relevant criminal records, apprehended violence orders and completed disciplinary proceedings.

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious offence to apply for a child-related position. Information on the Working with Children Check is located at <http://www.kids.nsw.gov.au/check>

Verification of professional and/or academic qualifications

If you are selected as the preferred candidate for the position, the selection committee will ask to see original certificates or certified (by the institution) academic transcripts of your qualifications. The cost of producing this documentation is to be met by you. The selection committee may also seek verification of your

qualifications from the issuing institution. Any statement on your application that is found to be deliberately misleading could make you, if employed, liable to dismissal and/or prosecution.

Permanent appointment

To be permanently appointed in the NSW Government you need to:

- Be an Australian citizen or have the status of permanent residence in Australia. If you do not fit this category, you are only eligible for appointment to temporary vacancies. For more information on Australian citizenship or permanent residency, please see <http://www.immi.gov.au>.
- Have your fitness to carry out the duties of the position confirmed by a health assessment. This is not concerned with disabilities that do not affect your work and may involve a declaration provided by you or a medical examination if considered necessary
- Provide proof of identity.

If you are offered employment you may be asked about your current salary to determine an appropriate commencement rate.

Further information

The Inquiries Officer named on the job advertisement can provide more information. They can also help if you have any requirements for the interview (eg mobility access, or interpreter for hearing impaired people).

A diverse, fair and safe workplace

Essential information about working for the NSW Government

When you work in the NSW Public Sector you are not just doing a job — you are representing the NSW Government to achieve what is in the community's best interests.

The NSW Government is dedicated to building a talented and responsive workforce that reflects the diversity of the people of NSW. This means valuing the participation of people with different life and work experiences. By valuing different people and different approaches to what we do, we are more innovative and ultimately deliver better services.

The NSW Government is committed to occupational health and safety, freedom from discrimination, bullying and harassment, and respect and fairness to its staff and the community.

All employees and managers are expected to understand and support these principles and practices and to meet their responsibilities in these areas.

People who work for the NSW Government need to understand these principles:

- cultural diversity
- equal employment opportunity (EEO)
- ethical practice
- occupational health and safety (OH&S)

The information provided here is designed to give you a broad understanding of these areas.

Your employer will be able to provide you with more information on how these principles apply to your own workplace.

Cultural diversity

The NSW Government recognises and values the different linguistic, religious, racial and ethnic backgrounds of all the people of NSW. The Community Relations Commission and Principles of Multiculturalism Act 2000 sets out four principles of multiculturalism. These are:

- Everyone in NSW should have the greatest possible opportunity to contribute to, and participate in all aspects of public life in which they may legally participate.
- All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.

- Everyone should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the NSW Government.
- All NSW institutions should recognise the linguistic and cultural assets in the NSW population as a valuable resource and promote this resource to maximise the State's development.

All NSW Government agencies must have in place strategies to meet the principles of multiculturalism. Agencies must include these strategies in an Ethnic Affairs Priority Statement (EAPS) contained in their annual report to Parliament. Strategies can include:

- offering programs and services which reflect the needs of the entire community
- developing and implementing policies which are sensitive to all staff and client needs
- providing information in ways that will reach all staff and clients
- providing language services for all clients
- ensuring that boards and committees reflect the multiculturalism of the community
- training staff on multiculturalism and how these apply in their jobs
- using flexible, inclusive consultation processes.

For more information, contact the Community Relations Commission for a Multicultural NSW
Phone: 02 9716 2232 Website: www.crc.nsw.gov.au

Equal Employment Opportunity (EEO)

EEO is about:

- ensuring workplaces are free from all forms of unlawful discrimination and harassment
- providing programs to assist members of EEO groups in employment.

EEO groups are people affected by past or continuing disadvantage or discrimination in employment. These groups are women; Aboriginal and Torres Strait Islander people; members of racial, ethnic, and ethno-religious minority groups, and people with a disability.

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. Under the Anti-Discrimination Act 1977, it is against the law in NSW for any employer, including the Government, to discriminate against an employee or job applicant because of their age; sex; pregnancy; disability (including past, present or possible future disability); race, colour, ethnic or ethno-religious background, descent or nationality; marital status; carer's responsibilities; homosexuality; transgender.

Both **direct and indirect discrimination** are against the law. Direct discrimination means treatment that is obviously unfair or unequal. Indirect discrimination means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups of people.

All employees have the right to:

- a workplace that is free from unlawful discrimination and harassment
- equal access to benefits and conditions
- fair processes to deal with work-related complaints and grievances

Employees also have the responsibility to:

- act to prevent harassment and discrimination against others in the workplace
- respect differences among colleagues and customers such as cultural and social diversity
- treat people fairly (don't discriminate against or harass them)

Managers and supervisors have the additional responsibility to:

- ensure that work practices and behaviours are fair and free from all forms of unlawful discrimination and harassment
- provide employees with equal opportunity to apply for jobs, training and development, higher duties and flexible working hours
- ensure selection processes are consistent, transparent and based on merit

Ethical practice

People who work for the NSW Government must always work ethically and act in good faith in the public interest. This is their public duty. The Independent Commission against Corruption has developed these principles to help Government employees make better decisions and resolve ethical dilemmas they may face at work:

Serving public above private interests

Government employees must make decisions and take actions which best serve the public interest. When making decisions, employees should not consider their private or personal interests.

Integrity

Government employees should ensure that any decision made, or action taken, has these qualities:

Openness

- giving reasons for decisions
- revealing all avenues available to the client or business
- when authorised, offering all information
- communicating clearly

Honesty

- obeying the law
- following the letter and spirit of policies and procedures
- observing codes of conduct
- fully disclosing any possible conflicts between the public interest and personal interests

Accountability

- recording reasons for decisions
- submitting to scrutiny
- keeping proper accessible records
- establishing audit trails

Objectivity

- fairness to all
- impartial assessment
- merit selection in recruitment and in purchase and sale of government resources
- considering only relevant matters.

Courage

- giving advice fearlessly and frankly where required
- doing the right thing even in the face of adversity
- reporting and dealing with suspected wrongdoing
- acting in the public interest above loyalty to colleagues or supervisors.

Leadership

- demonstrating, by your own ethical behaviour, the value of these principles in serving the public interest
- promoting public duty to colleagues and others in an agency and outside.

For more information, contact the Independent Commission against Corruption

Phone: 02 8281 5999 Website: www.icac.nsw.gov.au

You can also ask any Government agency for a copy of its Code of Conduct for employees.

Work Health and Safety (WH&S)

What everyone needs to know

The NSW work health and safety act 2011 aims to protect the health, safety and welfare of people at work through general requirements which must be met at every place of work in NSW. The Act covers employees as well as employers and self-employed people.

Employees must:

- take reasonable care of the health and safety of others
- co-operate with employers in their efforts to comply with WHS requirements

Employers must:

- ensure the health, safety and welfare at work of their employees
- maintain workplaces in a safe condition and provide safe entrances and exits
- ensure the safe use, handling, storage and transport of equipment and substances
- provide work systems and working environments that are safe and without risks to health
- provide information, instruction, training and supervision necessary to ensure employees' health and safety at work
- maintain adequate facilities for the welfare of employees
- consult employees so they can contribute to decisions affecting their health, safety and welfare
- adopt a risk management approach to managing workplace health and safety

Both employers and employees must not:

- interfere with or misuse things provided for the health, safety or welfare of persons at work
- obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- disrupt a workplace by creating health and safety fears

Note: this is general information only. Managers and employees should seek more information from their own workplace. Nothing in this document shall be construed to waive or modify any obligations imposed by the OH&S Act 2000 or the OH&S Regulation 2001.

For more information, contact Work Cover NSW

Call 13 10 50 for more information about the new work health and safety (WHS) laws.