

Position Description

Position Title	Service Desk Officer
Position Number	30026305
Division	Digital Services
Department	Information Technology Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G1 L1 – G2 L5
Classification Code	HS1 – HS21
Reports to	Service Desk Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> National Police Record Check Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Service Desk team provides the first point of contact for ICT support across the region via phone, portal and email. They deliver first and second-level technical assistance, user account management, ticket triage, and communication for incidents and outages. The team also maintains the IT Helpdesk self-service and knowledge platforms, continually enhancing accessibility and efficiency for staff requiring ICT support.

Reporting to the Service Desk Manager, the Service Desk Officer will be the initial point of contact for all IT related support requests, providing first contact triage, diagnosis and resolution.

Responsibilities and Accountabilities

Service Desk Officers provide the first point of contact for ICT support across the region via phone, portal and email. They deliver first and second-level technical assistance, user account management, ticket triage, and communication for incidents and outages. The team also maintains the IT Helpdesk self-service and knowledge platforms, continually enhancing accessibility and efficiency for staff requiring ICT support.

Key Responsibilities

- Undertake a full range of Service Desk activities including user administration, software, hardware issues.
- Enter, action and take ownership of Incidents and Service Requests to deliver timely and effective support.
- Ensure all Incidents and Service Requests tickets are continually updated with regular communication provided back to end-users.
- Communicate courteously and effectively with non-IT and IT specialists alike to ensure customer and service level standards are met.
- Assist with the documentation of solutions, policies and procedures.
- Assist with projects as required.
- Other duties as required.

Key Selection Criteria

Essential

1. Have at least 2 years of previous experience working within a Service Desk or similar role.
2. Relevant technical qualifications

Desirable

3. Experience working in an ITIL Framework and using ITSM ticketing tools.
4. Excellent technical support knowledge and skills across Active Directory, Exchange, Microsoft Office Suite & Microsoft desktop operating environments.
5. Experience supporting a wide range of end-user devices, smartphones, tablets, desktop PCs, laptops etc.
6. Broad application support experience.
7. Excellent customer service skills with the ability to communicate courteously and effectively with a diverse range of staff.

8. Self-motivating: ability to work independently with minimal supervision.
9. Excellent problem solving and troubleshooting skills.
10. Well-developed time management skills with the ability to prioritise and multi-task.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.