

Position Title:	Principal End User Computing
Position Number:	20103
Team:	End User Computing (EUC)
Department	Information, Communication and Technology (ICT)
Division:	Corporate & Community Services
Reporting to:	ICT Manager
Direct reports:	2
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	6

THE ROLE

The Principal End User Computing, reporting to the ICT Manager, will leads the day-to-day operations of overseeing the service desk and provisioning and maintenance of end user devices, and user orientated system administration.

The Principal End User Computing Operations will assist and provide technical leadership in deployments of end-user solutions while ensuring that it is secure, reliable and performs optimally to support the business operations of the organisation. This position will have a broad understanding of complex technical and business issues required to champion the Service Desk while providing mentorship, innovation and technical escalation within the ICT Department.

KEY OUTCOMES

- ICT customers can expect the team to solve problems and fulfill requests using well documented and communicated information within published service levels.
- Demonstrated continuous improvement, maintenance and support of Council's end-user hardware and software by the team.
- Ensures that work is documented in accordance with agreed procedures and records details of all end-user assets that have been installed and removed as part of the ICT asset lifecycles.
- Specifies, agrees and applies standards and procedures for all end-user computing and service desk functions including custom knowledgebase.
- Innovative solutions and initiatives are developed to support council activities and users.
- Comprehensive reporting on the capacity of Council's data retention strategy and resilience testing to deliver the necessary system availability to users.
- Provision of leadership and development through actions and behaviours for team members within the End User Computing Team.
- Positive feedback results from implementation Customer Satisfaction Surveys.

KEY ACCOUNTABILITIES

- Responsible for the capital budget expenditure for new purchases and asset cycle replacement of end-user devices (computers, monitors, mobile devices and multi-function printers).

- Undertakes the incident and request response, including coordinating resources, escalating decision-making and communicating with internal stakeholders.
- Daily management of End User computing and Service Desk support including triage, problem resolution, and escalation of support requests within defined service levels.
- Ensure that the inventory of components to be supported is complete and current. Maintains policy, standards and procedures for the team and schedules the work of EUC team to meet agreed commitments.
- Maintain Council's standard desktop operating environment including the coordination of the End User Computing Team to undertake security patching and management of configurations.
- Lead the End User Computing Team in the deployment, utilisation, tracking, security, and final disposal of ICT of all network and end-user assets.
- Lead initiatives and projects and contribute to ICT resource planning as directed by the Manager ICT.
- Works with internal customers to establish a qualitative assessment of end-user service provision, from the customers' perspective, and initiates actions for improvement where appropriate.
- Execute and lead End User Computing Team in all physical security, cybersecurity and identity aspects in accordance with designated and approved procedures.
- Lead the team in improving Council's security posture
- Execute security and functionality update activities for all applications, and desktops (patching, MFA support, device protection)
- Execute, review outcomes and report on all ICT Business Continuity activities to:
 - Ensure backups are reliable and recoverable.
 - Contingency plans have been tested to confirm continuous service delivery.
- Perform bi-annual reviews of emerging end-user technologies and present options, , to improve Council's effectiveness or reduce costs related to End User Computing and Service Desk and processes.
- Improve the quality of information and technology support through ongoing review of customer requirements, services provided, and the skill level of team members to ensure Council's needs are met.
- Identify and propose continuous improvement opportunities to enhance the availability, functionality, security and efficiency of all ICT infrastructure and assets through user-level engagement and customer feedback loops.
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees.
- Undertake any other duties, projects or tasks as directed by the ICT Manager which generally fall within the scope of this position and are within the incumbent's skills, competence and training.

BEHAVIOURAL COMPETENCIES

- Practices behaviours aligned with Council's Values (Respect, Integrity, Courage) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders.
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations.
- A critical thinker that focuses on solving customer problems and if unable to deliver will look for alternatives,
- Inspired individual and team commitment for performance and meeting team goals.
- Acts proactively, exercises initiative, drives continuous improvement and implementation of change.
- Takes a broad perspective and looks for innovative approaches to problem solving.
- Builds team capacity.
- Team-specific development
- Responds flexibly to change.

- Models professional and ethical behaviour.
- Commits to personal and professional development

SELECTION CRITERIA

Essential:

- Bachelor's degree qualifications in Information Technology and/or a minimum of 5 years demonstrated experience in information technology services and systems.
- An extensive understanding and experience of leading a Team with a focus on end-user computing and service desk delivery, providing mentoring, coaching and facilitating professional development.
- Hands on technical experience with Microsoft 365 system administration.
- Current certifications (within 5 years) in at least two of the following areas of disciplines – cybersecurity, network administration/architecture, server applications/infrastructure, end user-experience/desktop clients, service desk management or demonstrated equivalent industry experience.
- Extensive knowledge of IT infrastructure maintenance and support practices and procedures, such as system security, documentation, performance monitoring and backup strategies.
- Knowledge of IT infrastructure and end-user technologies including servers, networks, operating systems, SaaS and PaaS.
- Ability to execute against operational guidelines and procedures with minimal direction.
- Strong analytical and problem-solving skills, with excellent attention to detail.
- Demonstrated extensive experience in the provision of excellent customer service with particular emphasis on incident and service request management.
- Demonstrated excellence in interpersonal communication, knowledge sharing, training, and presentation, including an ability to communicate with both expert and non-expert audiences.
- Proven ability to manage time effectively, understand priorities and deadlines and how to work collaboratively as a team to achieve a collective result and successful outcome
- Current Queensland "C" class drivers' licence.

Desirable:

- Bachelor's degree qualification in Business Management
- ITIL 4 foundation certification with a preference for ITIL MP or ITIL Master.
- Knowledge and application of scripting languages to automate processes.
- Knowledge of and experience using software deployment packages.
- Applied and demonstrated knowledge of cybersecurity best practices.
- Knowledge and experience in complex network architecture
- Ability to coach and help others to develop problem solving skills and technical capability.
- Demonstrated ability to conduct research into complex subjects and present options and recommendations.
- Knowledge of, and experience using recognised project management methodologies and techniques i.e. PMBoK, MSP, Prince2, Waterfall and Agile. Relevant qualifications will be highly regarded.

Cassowary Coast Regional Council is an equal opportunity employer that is committed to inclusion and diversity