

	Position description
Position title	Senior Service Desk Officer
Fixed term contract or EBA	EBA, Fixed-term
Status	Fixed term, full-time
Classification and remuneration (Remuneration EBA only)	Level 4.1
Hours of work	38 hours 5 days per week
Region	North
Primary location	Fawkner & Lilydale – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
Date PD adopted	September 2025

Our organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. We recognise that our industry sector is not immune to change and is being shaped by a number of trends. We are in a strong position to respond to these trends and require a workforce that is agile, resilient and up for change and innovation.

Our purpose

We care for the living by taking care of moments that matter.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Our values

Our values are a description of the way we see the world and what is most important to us. They are the principles that guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.



Whenever our support is needed, we are ready to be there, responding with sensitivity and kindness.

We consider every situation to be unique and strive to understand the needs of customers and colleagues so we can put them at the heart of everything we do.



We respect the rights, traditions and beliefs of every individual, family, community, and culture we work with.

We respect, support and recognise our colleagues so we can empower one another to do the same for the communities we serve.



We have courage to hold ourselves to account, and recognise our individual and collective responsibility for ethical, honest, and considered conduct.

We hold ourselves and each other to the highest standards of professionalism and compliance.



Our cemeteries and memorial parks have been here for generations, and will be here for generations to come.

We use our resources wisely, plan effectively, and look after our environment and ourselves to ensure that GMCT contributes to a more sustainable future.

1. Position organisational relationships

The Information & Technology Services department resides within the Digital & Technology Services group and is responsible for management of information and technology-based solutions. Maintaining compliance requirements in addition to operational and cyber-security standards is a key function for all members of the department, as is alignment with broader business values, goals and strategy.

Accountable to:	IT Support & Operations Manager
Supervises:	N/A
Internal liaisons:	GMCT Staff, Trust members
External liaisons:	Business Partners, Contractors, 3 rd -party Suppliers

2. Position context

The Senior Service Desk Officer will support the IT Support & Operations Manager in the provision of high-quality front-line ICT support to staff and stakeholders. Strong interpersonal and problem-solving abilities are needed for this position. This role will require a high level of expertise with ICT systems and support procedures, and the capacity to learn quickly. An understanding of ITIL practices is required in this role and environment.

3. Position objectives

The Senior Service Desk Officer delivers frontline IT support to staff use of technology services and assets. Providing resolution to incident and service requests within GMCT's ITSM platform and in line with GMCT Service Management procedures and process. Ensuring proactive communication, documentation, and adherence to ITIL best practices. The role supports continuous improvement, vendor support co-ordination and contributes to a positive IT culture that embraces Team collaboration, technical excellence with strong customer service values.

The role will participate in a roster in order to fulfil shift-based support needs and will also support project activities when required.

Undertaking other duties in the best interests of the organisation within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Key responsibilities

Team Collaboration

- Serve as a point of escalation for junior service desk officers and assist with resolving or escalating complex service or incident requests.
- Provide assistance and support to the wider IT team in aligning with business values, goals, and strategies to achieve quality service outcomes.
- Uphold a positive IT culture by embracing new technologies and supporting change initiatives.

Service Desk Operations & Technical Support

- Act as the first point of contact for IT support, in person and through other request channels.
- Fulfil service, support and account/system administration needs within a diverse, multi-site Organisation.
- Monitor system performance and service desk metrics to identify trends and proactively address or escalate potential issues.

- Troubleshoot and resolve incidents and service requests in line with SLAs.
- Manage assigned requests to completion, ensuring timely resolution and escalating when necessary to meet customer expectations.
- Perform scheduled preventative maintenance tasks.
- Ensure tickets contain all necessary details, including priority, classification, and approvals, to support timely resolution.
- Assist in managing software and hardware asset lifecycles, including installation, configuration, patching, license administration, and decommissioning.
- Maintain accurate records across IT asset management platforms.
- Maintain cyber and information security integrity across the technology environment.
- Ensure compliance with relevant policies and maintain confidentiality in accordance with business and regulatory requirements.
- Provide informal training or guidance to staff on IT systems and best practices.

Service Desk Administration

- Support daily service desk operations using ITSM and telephony tools.
- Maintain detailed and accurate information on progress, priority, status, and resolution within ITSM and team task tracking tools.
- Adhere to service management processes and procedures, guided by ITIL best practices.
- Create and maintain support documentation, including knowledge base articles and user guides.
- Contribute to the continuous improvement of service desk processes and procedures.

Communication & Customer Service

- Deliver high-quality customer service with a professional and empathetic approach.
- Communicate effectively with stakeholders during incidents, providing regular status updates.
- Create communications to the business regarding IT Information or maintenance activities.
- Liaise with third-party vendors for supply and support services as required.
- Support vendor and contractor coordination to ensure timely delivery of services and solutions
- Help coordinate responses during outages or major incidents.

Senior-Level Responsibilities & Reporting

- Monitor system performance and service desk metrics to identify trends or potential issues.
- Assist in creating and delivering reports on service desk performance and KPIs.
- Participate in after-hours support and project-related activities as required.
- Coordinate service desk input and support for project rollouts or upgrades as required.
- Co-ordinate IT asset relocation or installation activities as required.

5. Key capabilities

Essential capabilities

Capability	Proficiency level
<p>Digital experience – Providing customers with seamless and consistent experiences, across all GMCT digital channels</p> <ul style="list-style-type: none"> Engages in a productive and focused dialogue with the customer to identify appropriate solutions/products Draws knowledge from multiple sources to deliver respectful & dignified customer experiences Adapts personal style and approach to suit varying customer needs and backgrounds Provides advice and value-adding insights (where appropriate) for customers based on an understanding of their issues/needs Pursues and closes sales opportunities with confidence Lays the groundwork for future sales by building strong relationships Goes above and beyond to say ‘yes’ to the customer 	Intermediate
<p>Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> Builds and maintains positive, productive relationships with each key internal and external stakeholders Partners with relevant internal and external stakeholders and teams to achieve individual and team outcomes Adopts an inclusive approach to collaboration and teamwork Proactively seeks out teamwork opportunities to deliver outcomes that enhance the customer experience Participates in networking and/or community forums beyond immediate requirements of own role 	Intermediate
<p>Change agility and resilience – Maintains composure and focus under pressure and quickly adapts to change</p> <ul style="list-style-type: none"> Identifies and addresses resistance to change Supports other team members during time of change Communicates key information and wider reasons for change Gains support and generates enthusiasm for change Recognises when to ask for support when face with challenges Remains calm and engaged under pressure Consistently demonstrates emotional self-management 	Intermediate

<p>Innovation – Actively seeks out to create and take advantage of opportunities to improve business performance and the customer experience</p> <ul style="list-style-type: none"> • Finds and uses information from a variety of sources when solving problems • Identifies everyday process improvements and comes up with innovative ideas within own role • Understands why learning from the past when planning for the future is important, and how a focus on the future relates to GMCT’s objectives 	Foundational
<p>Customer centricity – Has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> • The customer is at the heart of every decision and action • Clearly understands who the customer is (internal and external) • Identifies and meets customer needs • Understands the drivers of GMCT customer satisfaction and how to positively influence these 	Foundational
<p>Accountability and results focus – Plans effectively and takes accountability for behaviour and results</p> <ul style="list-style-type: none"> • Maintains drive and consistent focus on achieving results • Plans, manages and prioritises own workload to effectively and consistently deliver on individual and team objectives • Initiates action without prompting • Manages expectations, communicates clearly and ensures that issues are escalated and managed appropriately • Uses knowledge of GMCT Strategic Objectives and GMCT Values to inform decision making, action and behaviour within own role • Understands the balance between the provision of excellent customer service and driving sales performance • Holds team to account for their behaviour 	Intermediate

****PLEASE NOTE: The key capabilities will be further explored in the interview process***

6. Qualification, Relevant Skills and Experience

Qualifications and experience

- ITIL V3 Foundation or above certification.
- Other relevant tertiary and industry certifications will be highly regarded.
- Current driver’s license.

- Minimum of 2 years in comparable IT support roles.

Skills / abilities

- **Strong Communication Skills:** Excellent verbal and written communication, with the ability to engage both technical and non-technical users in a clear, user-friendly manner. Professional phone etiquette and confident stakeholder interaction.
- **Efficient Multitasking & Time Management:** Capable of handling multiple priorities in a fast-paced environment while maintaining attention to detail and meeting deadlines.
- **Team Collaboration:** Works well independently and within a team, supporting a positive team culture and contributing to team development.
- **Proactive Learning & Adaptability:** Fast learner with a commitment to continuous improvement and staying current with industry best practices and evolving technologies.
- **Customer-Oriented Mindset:** Focused on delivering quality support, prioritizing requests based on business impact and urgency, in alignment with ITIL principles (Incident, Change, and Problem Management).
- **Analytical Thinking & Problem Solving:** Skilled in identifying, analysing, and resolving IT issues efficiently, with a proactive approach to identifying service delivery improvements.
- **Escalation Awareness & Judgment**
Able to recognize when issues exceed first-level resolution capabilities and escalate appropriately to higher-tier technical support.
Ability to prioritise requests based on business impact and urgency.
- **Documentation & Knowledge Sharing:** Experienced in creating and maintaining user guides, knowledge base articles, and process documentation to support consistency and learning across the team.

Technical skills

- **Microsoft Ecosystem Support:** Proficient in administering Microsoft 365 (Exchange, Teams, SharePoint), Windows 10/11, Microsoft Server, and Azure environments.
- **Identity & Access Management:** Strong experience with Active Directory (user/group management); exposure to Azure AD and identity platforms like Okta.
- **Hardware & Device Support:** Skilled in supporting desktops, laptops, servers, printers, AV systems, and mobile devices (iOS/Android).
- **Deployment & Asset Management:** Hands-on knowledge of SOE imaging, application deployment, patch management, MDM solutions, and asset lifecycle management.
- **Security & Endpoint Protection:** Understanding of cybersecurity principles including endpoint protection, access controls, and basic threat mitigation.
- **ITSM Processes & Tools:** Experienced in incident, request, change, and problem management using ITSM tools like ManageEngine Service Desk.
- **Remote Support Tools:** Proficient in using tools such as TeamViewer and other remote desktop solutions for end-user support.

7. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position.

- Comprehensive qualification and/or experience in support of Information & Communication Technology Services.
- Demonstrated ability to troubleshoot technical issues to resolution and/or escalate as required.

- Experience in delivery of front line service desk functions in line with the ITIL framework, including incidents, problems, service requests, change and asset management, etc.
- Demonstrated ability in managing time, plan and organise work including prioritising of jobs with consideration of business impact.
- Develop and maintain excellent working relationships with staff, stakeholders and suppliers.
- Demonstrated ability to work within a diverse team environment.
- Excellent written and verbal communication skills.

8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (←5 kg per item)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (←5 kg per item)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (←5 kg per item)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Staff encouraged to alternate sit/stand for
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sitting - vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walking - whilst carrying	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking - on uneven ground	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving - passenger vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					
Reach - forward (→30cm from body)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (→30cm from body)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Reach – above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking down	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - forward	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Requirements	Frequency of Occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Hearing – alarms, signals, disturbance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other					

9. Declaration

A medical examination is required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013 (“the Act”) to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose, or make a false or misleading disclosure, of a pre-existing injury or disease means that any recurrence, aggravation, acceleration, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with Greater Metropolitan Cemeteries Trust does not entitle you to compensation under the Act.

I have read and understood the requirements of this role and declare that I am able to perform the inherent requirements of the role outlined within.

Senior Service Desk Officer

Signature

Print Name

Date

