Employment Information Package

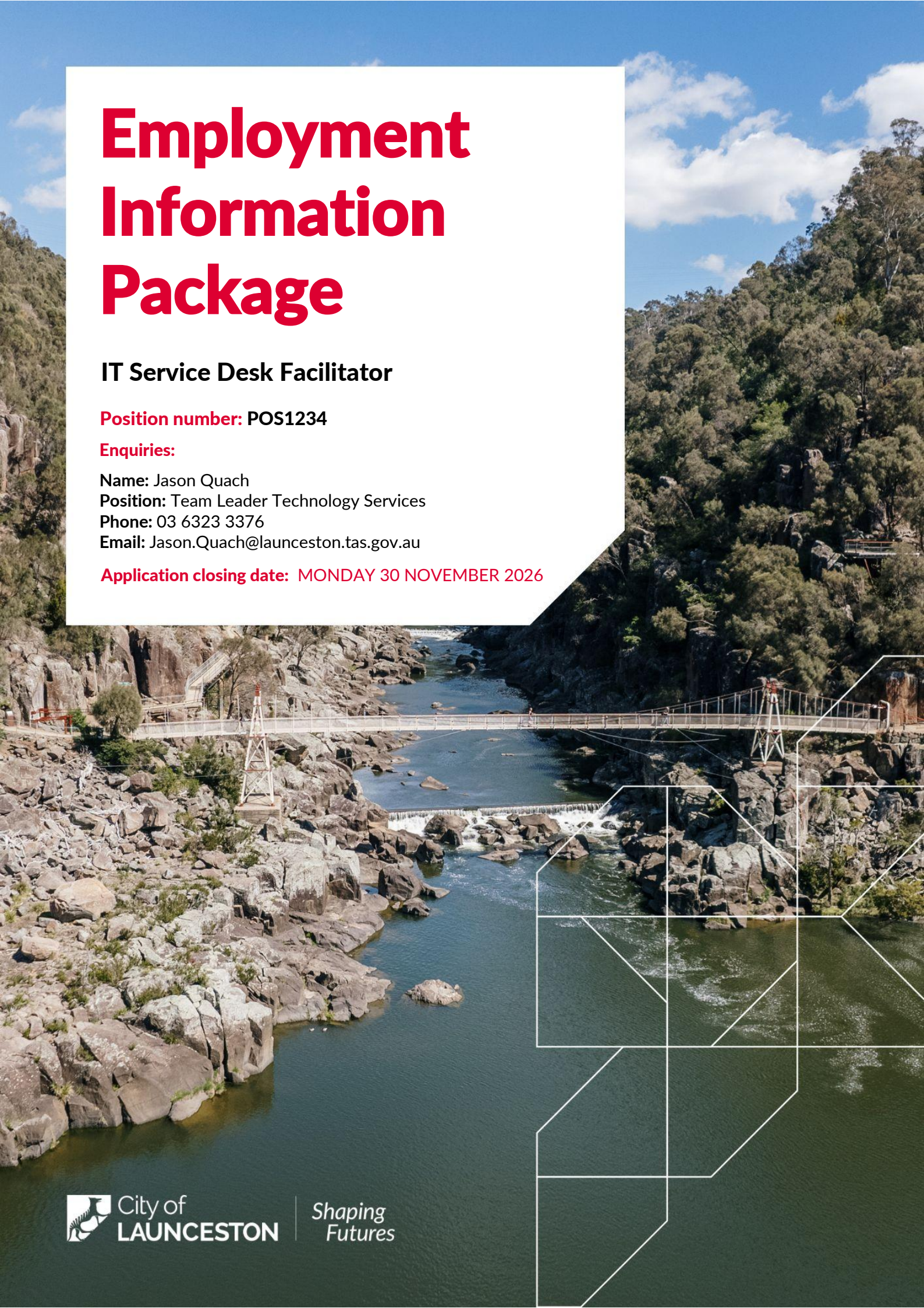
IT Service Desk Facilitator

Position number: POS1234

Enquiries:

Name: Jason Quach
Position: Team Leader Technology Services
Phone: 03 6323 3376
Email: Jason.Quach@launceston.tas.gov.au

Application closing date: MONDAY 30 NOVEMBER 2026



City of LAUNCESTON | Shaping Futures

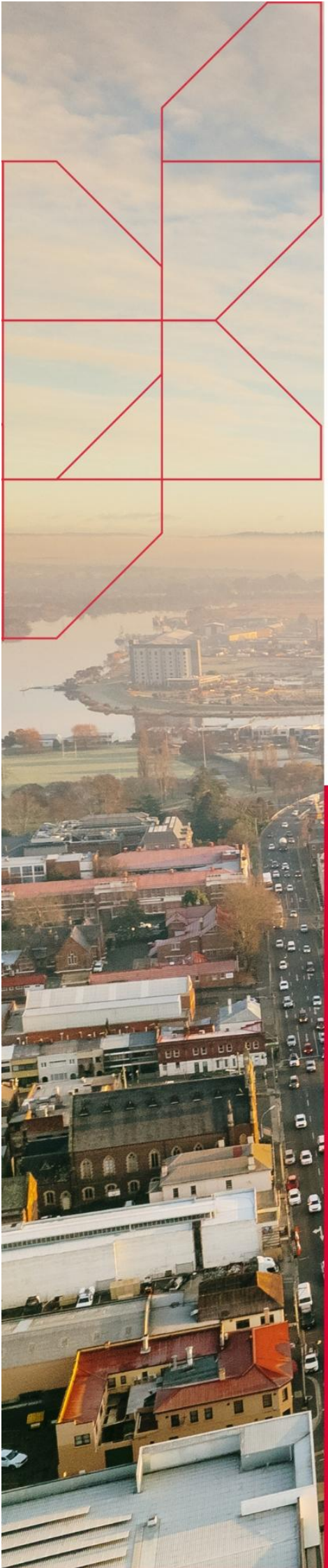
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Address applications to:
Senior Leader People, Governance and Safety
City of Launceston
PO Box 396
LAUNCESTON TAS 7250
Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptions. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click here to view City of Launceston's strategic and annual reporting.

The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government. An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

Employee benefits offered by the City of Launceston include:

- Depending on your role, you may have access to a 4 day compressed week or 9 day fortnight
- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to fostering a flexible and supportive working environment. While flexibility may vary depending on the nature of each role and operational requirements, we aim to work with our employees to find arrangements that are practical, sustainable, and mutually beneficial.
- Access discounts through Fitness Passport, Solstice Energy, MyState Bank, Launceston Aquatic Centre and the QVMAG Gift Shop.
- Employees have access to purchase additional leave.

Organisational Structure



05.26

Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application, please review our values and decide if they are a good fit for you.

OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths

WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions

WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity

WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

City of Launceston adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people.

At the City of Launceston, diversity isn't just something we celebrate — it's key to our success.

The most welcoming and innovative workplaces thrive because of diverse perspectives, backgrounds and experiences. That's why we welcome people of all identities, abilities, and cultures to be part of our team.

Even if you don't think you tick every box, we encourage you to have a go at telling us about yourself by addressing the selection criteria and apply. We're committed to creating an inclusive, flexible and supportive environment where everyone has the opportunity to succeed and contribute to something bigger — our community.

Join us and help shape a city that reflects the diversity, energy and potential of the people we serve.

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Information for applicants

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be accessed here
(you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

   The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

   Please see information here on how to address the Selection Criteria.
3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the Human Resources Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. **Application received**
   - Former employees will be subject to relevant internal checks as part of the recruitment process
2. **Shortlisting**
   - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
   - Unsuccessful candidates will be advised by email.
3. **Interview**
4. **Pre-Employment Checks:**
   - Reference Check
   - Police Check
   - Medical Assessment
   - Drug and Alcohol screening

All costs covered by City of Launceston

5. **Suitability determination and preferred candidate identified**
6. **Letter of Offer**



General conditions of employment

Position title	IT Service Desk Facilitator
Employment terms	Permanent full time
Working pattern	4-day compressed week or 9-day fortnight, subject to operational requirements. *(76 hours per fortnight)*
Total remuneration	$92,055 - $101,438 per annum*
	**Total remuneration includes superannuation, as detailed below*
	Base salary $79,874 - $88,015
Superannuation	Employer contribution of 15.25%

Probationary period

All new employees covered by the City of Launceston Enterprise Agreement 2026 are subject to a three-month probationary period, which provides an opportunity for both you and the Council to assess your suitability for the role, including performance, behaviour and alignment with our Values. During this time, you will receive regular feedback and support. The probationary period may be extended by up to a further three months if required, in line with the Enterprise Agreement and Organisational Policy.

- **Annual leave:** employees are entitled to four weeks (pro-rata for part-time employees) annual leave per year, plus leave loading. Additional annual leave can be purchased or accessed at half pay.
- **Personal leave (for sick and carer's leave):** employees are entitled to 2 weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to 14 weeks paid (or 28 weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long service leave:** long service leave applies after seven years continuous service.
- **Wellness leave:** two days of Wellness Leave for full-time employees (pro rata for part-time employees) that can be used in addition to personal/carer's leave for the general health and wellbeing of employees
- **Additional leave:** full-day leave for Launceston Cup Day, end-of-year shutdown leave (or equivalent for essential workers), IVF Leave, Gender Affirmation Leave, and generous allowances and loadings for eligible work conditions.

The City of Launceston Enterprise Agreement 2026 is available here

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available here

Position Description

PF NUMBER:		POS NUMBER:	POS1234

POSITION TITLE:	**IT Service Desk Facilitator**
AWARD CLASSIFICATION:	**Grade 4**
EMPLOYEE:	Vacant
TEAM:	**Technology Services** Finance and Technology Delivery and Performance
REPORTS TO:	**Team Leader Technology Services**
PREPARED BY:	**Jason Quach**
DATE:	**02/10/2026**

APPROVED BY:	
NAME:	**Byron Fraser**
POSITION:	**Senior Leader Finance and Technology**

POSITION PURPOSE (Why does this position exist)

The broad requirements of the position are:

- Manage and facilitate the overall running of the IT ServiceDesk by monitoring the status of requests, liaising with other departments, continuously reviewing and improving ITSM processes.
- Responsible for performing essential IT ServiceDesk administrative tasks such as purchasing software/ hardware and stock control, subscription management, asset management and ITSM reporting activities.
- Responsible for periodic reporting and statistics to support the timely delivery of the IT ServiceDesk function and team reporting requirements.
- Provide excellent service and consistent support to all Council employees resulting in happy and satisfied end-users.
- The support of, and compliance to, the standards and processes that underpin the provision of IT support services to the organisation across all system areas.

The Technology Services team is focussed on support and service to the organisation and community, in addition to the provision of relevant, reliable, and secure IT infrastructure and platforms. The incumbent of this position will actively participate in an environment of innovation, peer support, knowledge sharing and collaboration to contribute effectively within the Technology Services team and more widely across the organisation.

City of Launceston is a values-based organisation, which means that we employ people who share and display Our Values



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City of LAUNCESTON

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. • Our people matter • We care about our community • We bring an open mind • We go home safe and well	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams. Support delivery of the Team's strategic and annual plan actions. Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/toolbox meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across teams
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
Technical		
IT ServiceDesk Management	Responsible for • Managing the ITSM software including the backend administration. • Scheduling of jobs that support the effective administration of the team. • Review and renew knowledge base articles as required and distribute to the team for review. • Develop and run performance reporting to provide reports as required.	ITSM platform functions and is kept up to date. Schedule jobs to facilitate the completion of preventative maintenance tasks. Knowledge base articles are up to date.
ITSM system and process review and on-going refinement	Responsible for • Lead the implementation of additional functions and facilities within the software product used. • Design/propose processes and methods. Consult with colleagues and implement agreed process changes. • Update documented processes around the service delivery of IT.	ITSM processes are regularly reviewed, and changes are made when required.

Accountabilities	Activities/Tasks include:	Success looks like ...
	• Monitor the outcomes of changes (internal and external to department) and refine as appropriate.	
Maintain IT Asset Records	Responsible for: • Creation and maintenance of IT Asset records as required. • Periodically review the integrity of IT Asset records and rectify any discrepancies. • Support other IT Staff by training them how to update IT Assets.	Records accurate and current and maintained to department standards and procedures.

Department Purchasing	Responsible for:
	• Purchasing hardware and software to:
	  ○ Support schedule hardware replacement projects.
	  ○ Maintain stock for just in time supply requirements.
	  ○ Provide specialist one off software purchases.
	• Purchasing other items as required
	• Manage the department's payment cards
		Hardware and Software purchased and delivered within acceptable timeframes

IT Service Desk Support	• Participate in the Service Desk roster. • Create, triage and allocate requests as required. • Provide front line, 'at the time' response and advice to clients when relevant. • Deliver high-quality communication and liaison with clients. • Maintain Service Desk system records accurately and on a timely basis. <u>Level 1</u> • Action and resolve requests that can be performed within short timeframes and usually from within the IT office, using available support tools, across infrastructure and business software applications. <u>Level 2</u> • Actioning and resolution of requests and issues that cannot be addressed at the front line or level 1 support stage. May involve referral to/co-ordination with other staff. <u>General</u> • Provision of quality and timely support to clients. • Liaise with external providers if appropriate.	Meeting the team's current service level parameters. Timely and accurate ITSM records. Positive client feedback. Accurate ITSM records and statistics.
Provide a support and advisory service to other Council employees in their use of Microsoft and various other software products. Also includes systems and	• Assist and advise staff so that the features and functions available within the software are applied appropriately and effectively to the task being performed. • May include providing demonstrations to individuals or small groups.	Positive client feedback.

Accountabilities	Activities/Tasks include:	Success looks like ...
technologies more generally		
Microsoft Windows based PC's, peripherals and other devices	• Configure and install PC hardware, software and peripherals in accordance with team procedures and standards • General hardware and software support. • Assist with Standard Operating Environment (SOE) maintenance and administration. • Operating system configuration as required (i.e. Registry, System, Network, Access controls). • Install software products including the deployment of products using Microsoft Intune. • Use relevant tools and systems to monitor and manage IT Assets (i.e. status, auditing etc.)	Procedures followed and equipment and software effectively and efficiently installed and managed
Mobile device (Tablet & Smartphone) devices and software	• Configure in line with team standards and the user's requirement. • Provide a hand-over service to the recipient.	Procedures followed and equipment and software effectively and efficiently commissioned.
Telephony services, equipment and software, including Unified Communications facilities	• Arrange service configuration and provision of equipment. • Configure in line with team standards and any user specific requirements. • Provide a hand-over service to the recipient.	
Microsoft Windows based server and M365 Administrative operations	Perform/assist with: • Hybrid user account and access control maintenance. • Administration of M365 end-user licensing • General operations and staff movement	Required tasks completed in agreed timeframes.
Promote a corporate approach to I.T. services and management	• Promote and uphold the basis of corporate IT services, facilities and procedures to all staff within the organisation.	
COMMON TO THE TECHNOLOGY SERVICES TEAM		
Project work	• Assist with tasks related to team projects when required/relevant.	Tasks completed in agreed timeframes.
Risk Management	• Adoption of effective risk management practices and procedures. • Support a culture of managing risk.	Risk identified, assessed and mitigated.
Change Management	• Apply the Team's change management procedures.	Change managed in line with processes.

Accountabilities	Activities/Tasks include:	Success looks like …
Documentation & Records	• Establish and maintain documentation and records across all areas of responsibility in accordance with Team and organisational processes.	Documentation and records developed and maintained accurately and in a timely manner.
Organisational		
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures While at work, a worker must – (a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. (Section 28 Work Health & Safety Act 2012)	
Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
• Community Focussed: considers community/customers in decision making
• Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others
• Create and Innovate: displays initiative & considers different ideas and perspectives
• Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
○ Excellent communication skills and a genuine desire and aptitude to provide and support a high level of customer service and collaboration to and within all teams and networks (be a "people person" with a "can do attitude").

- Demonstrable knowledge and experience with the Microsoft Windows and M365 ecosystem and application software, including:
    - Microsoft Windows
    - Microsoft 365 Application suite
    - Microsoft 365 Admin
    - 3rd party software and other related application products.
- An ability to self-manage tasks and workload and have a logical, flexible and thorough approach to work performed; however, with a willingness to accept direction and supervision as required.
- An ability to create written documents of a good standard (i.e. that are clear, concise, grammatically correct and formatted well), for a wide range of internal and external customers.

POSITION QUALIFICATIONS AND EXPERIENCE

Mandatory Qualifications / Licences/Registrations

Working with Vulnerable People Check - No

Class C drivers licence required - Yes

Required Qualifications/Experience/Skills/Knowledge/capability

An IT related academic or vocational qualification or prior experience and success as an IT professional in a customer-centric IT service delivery role.

Desired Qualifications/Experience/Skills/Knowledge/capability

- Knowledge and experience in the application of ICT service management frameworks, principles, practices and standards.
    - An IT Service Management (ITSM) certification, such as ITIL Foundation, will be well regarded.
- Demonstrated experience supporting a hybrid on-premises Windows and Microsoft 365 environment.

REPORTING STRUCTURE	
Leader	**Team Leader Technology Services**
Direct Reports	**Nill**

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	**Nature of Relationships**
Management and staff who use Council's I.T. systems.	Provide support, guidance and technical advice. Explain approach and constraints. Lead discussions with individuals and groups.
Finance and Technology staff.	Provide and receive advice, recommendations and guidance.

External	Nature of Relationships
I.T. related contractors, suppliers and support providers.	Obtain product information, costings and technical support. Provide information relevant to our I.T. environment. Co-ordinate supply of goods and services to support project delivery.

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit $**10,000**
MS Windows Servers/ Domain	IT Support Level (not Domain Admin)
MS Windows PC's	IT Support Level
Storage Area Network	N/A
Virtualised Environment	N/A
Change Control	Author (not approval)
Network Facilities Access Levels	
Network file storage	Full
E-mail	Personal only and/or as delegated by others to the incumbent. The CEO, the Executive Leader of Delivery and Performance, the Executive Leader of the relevant team may authorise the incumbent to access an employee's e-mail account when a specific purpose or need arises.
Internet	IT Support Level

Confidentiality

Employees are

a) Able to access; or
b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
b) To not access any information within the organisation's systems that is not directly relevant to their work.

c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
Expectations of a City of Launceston employee: • Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism; • Seeks feedback broadly and asks others for help with own development areas; and • Translates feedback into an opportunity to develop.





















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