# HELPDESK SUPPORT

When hiring a new employee it is important to provide them with a position description outlining, among other things, the tasks the employee will be required to undertake and the skills and knowledge needed to perform the role.

The following template may assist employers in developing a position description. The template can be easily modified to meet the requirements of the business. Be advised that information contained in this template is general in nature. If you are unsure about how best to write a position description that is suited to your workplace, please call the Workplace Relations Advice Line on (03) 8662 5222.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

Disclaimer

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## POSITION DETAILS

|  |  |
| --- | --- |
| Position Title: | Helpdesk Support |
| Job Type: | Permanent full-time, Part-time, Casual |
| Hours of Work: | For example:  38 hours per week, Monday to Friday. |
| Reports to: | Office Manager |
| Award: | *A number of awards may be applicable, please call the Victorian Chamber* |
| Date of Appointment: |  |

## POSITION REQUIREMENTS

|  |  |
| --- | --- |
| 1.Main Duties | ***Outline the key duties and responsibilities of the role.***  For example:   * Respond to requests for technical assistance in person, via phone and electronically. * Diagnose and resolve technical hardware and software issues. * Research questions using available information resources. * Advise user on appropriate action. * Follow standard help desk procedures. * Log all help desk interactions. * Administer help desk software. * Redirect problems to appropriate resource. * Identify and escalate situations requiring urgent attention. * Track and route problems and requests and document resolutions. * Prepare activity reports. * Remain current with system information, changes and updates. * Achieve set customer service standards. * Actively participate in the Annual Performance Review process. * Observe and practice the ***[insert company name]*** OHS and Quality policy, guidelines and procedures. |
| 2. Qualifications | ***What qualifications are required for the role?***  For example:  Certificate in Communications |
| 3. Skills | ***List the skills needed for the job.***  For example:   * Advanced skills in Microsoft Word and Excel. * Excellent written and verbal communication skills. |

Employee Signature: Date:

Employer Signature: Date: