

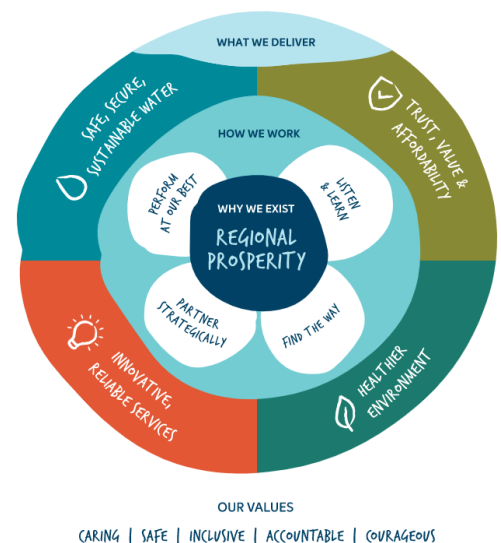
Service Desk Officer

Group	Digital Business
Department	Service Experience & Enablement
Job Family	Technology
Classification	Band 4
Approved by	Service Experience & Enablement Lead
Date	July 2026
Position Purpose	This position is responsible for the triage, resolution and escalation of technology incidents and service request for Barwon Water Group employees. This role is the first point of contact for IT Service Desk tickets.

Organisation context

Recognising the challenges of climate change, population growth, rapid technological advancement and economic transition, we are shifting our mindset from water utility to being a leader of the region's prosperity.

Our vision for regional prosperity not only encompasses economic, social, and environmental elements, but also recreational and cultural elements, including enhancing Aboriginal values.



Digital Business group

The purpose of the Digital Business group is to maximise the use of technology and data to enable Strategy 2030. With an emphasis on adding value for our customers, Digital Business will design, deliver and support innovative technology tools and solutions to drive high performance and maximum value.

Service Experience & Enablement Department

The purpose of the Service Experience & Enablement department is to maximise the use of technology and data to enable Strategy 2030. With an emphasis on adding value for our customers, Service Experience & Enablement will design, deliver and support innovative information and operation technology tools and solutions to drive high performance and maximum value for Barwon Water and BAS.

Organisational relationships

Reports to	Senior Desk Team Lead
Directly supervises	Nil

Accountabilities

Provide IT Support

- Provide guidance and support to internal users remotely, via telephone and face to face, striving to resolve requests at first point of contact wherever possible
- Acknowledge and resolve IT Service Desk tickets according to agreed SLAs
- Undertake triage of IT Service Desk issues
- Provide proactive and reactive problem, incident and request management
- Effectively communicate with the business to inform status updates to users
- General support duties as directed
- Work on a roster system to respond to or provide support out of business hours
- Work flexibly and collaboratively with Barwon Asset solutions and other Barwon Water departments to deliver best value to customers

Assist with the support of endpoint devices (including laptops, tablets, mobile phones, printers, and AV equipment)

- Assist with the setup and maintenance of endpoint devices
- Assist with maintenance and support of printer fleet
- Assist with the installation and support of desktop applications and operating system software
- Ensure assets are correctly assigned and the asset database is updated promptly

Health, Safety & Wellbeing

Barwon Water is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Lead the development of SQE processes and systems within the team.
- Promote and demonstrate Barwon Water's high standards in relation to health, safety, environment and quality, championing a culture of safety in the workplace.
- Participate in workplace audits and inspections and report any opportunity for improvement
- Report unsafe work practices, incidents, hazards and near misses, and unacceptable workplace behaviours.

People Leadership

Barwon Water will comprise a diverse and accountable organisational culture, enabled through inclusive leadership and aligned to strategy, values and behaviours. At Barwon Water this includes promoting and fostering collaborative team and stakeholder relationships based on growth and resilience, integrity, accountability and inclusion, and commits to the Barwon Water value of 'Leadership'.

Competencies

Growth & Resilience	Brings a growth mindset and personal resilience.
Action & Accountability	Drives outcomes with purpose, ambition, accountability and action.
Collaboration	Collaborates effectively across the business, organisational boundaries, with customers and established partners.
Communication	Engages and communicates with clarity, vision, purpose and impact.

Performance level

Action & Accountability	Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to Employees of the same or lower levels. Responsible for leading Employees in operational duties, administrative or technical skills.
Judgement & Problem Solving	Work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes.
Specialist Knowledge & Skills	Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices.
Management Skills	Provide Employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures. May lead small groups of Employees at the 'work face'.
Interpersonal Skills	Communicate and engage with other Employees, contractors and members of the public to influence outcomes.
Qualifications & Experience	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: a) trade certificate or equivalent, or b) completion of accredited/industry-based training courses equivalent to a Certificate IV; or c) Certificate in Supervision may be required.

Our Values

- **Caring** – we care for our customers, community, region, the environment and each other.
- **Safe** – we look out for the health, safety and wellbeing of ourselves, each other, our contractors and community.
- **Inclusive** – we celebrate diversity and the unique talents we each bring; we show

respect and collaborate. We learn and work with Traditional Owners.

- **Accountable** – we take ownership, are trustworthy and committed to delivering outstanding outcomes in each of our roles.
- **Courageous** – we speak up, lean in and challenge ourselves to grow.

Success profile

- Good administrative and organisational skills
- Excellent written and oral communications skills
- Ability to work in a team environment and also independently
- Developed organisation ability and sound administrative practices
- Ability to work on a roster system to respond to or provide support with out of hours' incidents/events/issues

Risk and Compliance Management

Barwon Water is committed to a structured approach to Fraud and Corruption and Risk and Compliance Management in support of its business objectives, including the delivery of safe and reliable water, sewerage and recycled water services to our customers and community. Barwon Water shares responsibilities for these activities across the organisation and expect employees to perform their duties in accordance with policies and procedures.

Equal opportunity

Barwon Water offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Signature

Employee Name (print)

Employee signature

Date

We understand that life balance is an important part of our employees' lives. Barwon Water offers a wide range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, hobbies and life/career aspirations. We provide various options such as flexible start and finishing times, working part time, job sharing, working from home and paid leave provisions that can be negotiated to help balance your personal commitments with the demands of the role.