



HIGH COURT OF AUSTRALIA

Canberra



Job Information Pack

ICT Help Desk Officer

About the job

Details: ICT Help Desk Officer
High Court Employee 6
ICT Section
Corporate Services Branch
\$81,184 - \$92,316 per annum plus Superannuation
Full time position, including occasional interstate travel
Located in Canberra

Term of employment: This is a full time, ongoing position, under the *High Court of Australia Act 1979*.

The Person:

The ICT Helpdesk Officer is responsible for the provision of 1st and 2nd level ICT support to High Court staff and to provide support for the Court's courtroom technology systems. To be successful in the role you will have a good understanding of service delivery through an IT Help Desk, have sound communication and interpersonal skills, and be able to participate constructively as a team member.

The High Court:

This position is located in the High Court building Parkes Place Canberra. The High Court is the highest court in the Australian judicial system. It was established in 1901 by section 71 of the Constitution. The functions of the High Court are to interpret and apply the law of Australia; to decide cases of special federal significance including challenges to the constitutional validity of laws; and to hear appeals, by special leave, from Federal, State and Territory courts. The seat of the High Court is in Canberra, where it is located in its own building within the Parliamentary Triangle. The High Court also has locations in Brisbane, Sydney, and Melbourne, as well as circuiting around Australia as required.

The Role:

The High Court of Australia operates approximately 80 desktop and 60 laptop computers and has WAN connections to offices in Brisbane, Melbourne, and Sydney.

The Court uses Windows Servers (2008/12/16 and 19), including File and Print, and Exchange 2016 for messaging. Our desktops and laptops are using Windows 10 operating system. Our SOE includes Microsoft Office 365 suite, OneDrive, Adobe Acrobat Pro, Cisco Jabber, Google Chrome and Mozilla Firefox. Our desktops and laptops are managed with Airwatch Workspace One, and servers use CommVault for backup. In addition, the Court uses a number of key business applications including:

- Microsoft Office 365, OneDrive, SharePoint Online, and Dynamics 365
- Joomla CMS supporting the staff intranet and Court internet sites;
- CISCO platforms to manage IP-phones, messaging/presence, and videoconferencing;
- Case Management System (Lotus Notes based);
- Finance One FMIS;

- TRIM/RM/CM for records management; and
- FTR log notes and player.

This position is located in the High Court building Parkes Place Canberra, and willingness to travel interstate is a requirement of the position.

Duty Statement:

Under limited direction, the occupant of this position will provide support to users of the Court's ICT systems and assist in the administration and maintenance of the Court's ICT infrastructure. The position also involves the provision of primary support for the High Court's courtroom technology systems.

Duties include:

1. Provide help desk support to users in relation to the High Court's ICT systems.
2. Assist with the operation and maintenance of the Court's key ICT systems, data centre, and infrastructure.
3. Provide primary support for the High Court's audio-visual courtroom technology systems.
4. Assist in the management of the Court's ICT assets, including using our SoE imaging and management platforms.
5. Assist with the delivery of ICT training and documentation to Court staff as required, including both formal and informal sessions.
6. Liaise with external ICT contractors and suppliers, as directed.
7. Assist with various ICT team activities as required to meet the team objectives.

Selection Criteria:

The Selection criteria reflect the knowledge, experience, core skills and personal qualities required for this position.

1. Demonstrated experience in first and second level support in an environment with servers operating Microsoft Windows (2008/12/16 and 19) and Exchange 2016, and desktops/laptops operating Windows 10.
2. Demonstrated experience in providing first and second level support for Microsoft cloud technologies including Office 365, SharePoint Online, OneDrive, and Dynamics 365
3. Well-developed analytical and trouble-shooting skills.
4. Well-developed communication skills including the ability to liaise effectively with a wide variety of stakeholders including High Court Justices, staff, contractors, and suppliers.

5. Well-developed organisational skills, time management skills, and the ability to establish clear priorities from competing demands.
6. Good understanding of Networking, TCP/IP, DNS, Active Directory, Exchange, and instant messaging platforms.
7. Hold a NV1 Security Clearance or ability to obtain the clearance within a reasonable timeframe.

Desirable

8. Desirable qualifications and experience:
 - Relevant industry certifications (e.g. Microsoft, VMware, ITIL, CommVault);
 - Tertiary qualifications in information technology;
 - Experience with audio-visual systems.

Contact:

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Chief Information Officer - Acting
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How to apply

For your application to be considered, it **must** include the following documents:

1. an application cover sheet (refer page 8)
2. a short covering letter
3. your current resume
4. a written response addressing each selection criteria, including relevant examples
5. The contact details of two referees

Preference is for electronic lodgement of applications by email to the HR Manager,

hr.officer@hcourt.gov.au however if you do not have access to the web applications may be lodged

by post, marked "In Confidence" to:

HR Manager
High Court of Australia
PO Box 6309
KINGSTON ACT 2604

The closing date for applications is 5pm Thursday 15 October 2020.

Applicants are advised that late or incomplete applications may not be accepted.

The Selection Process

The selection process ensures applicants with the appropriate mix of skills and knowledge for the effective and optimal operation of the Court are selected. The selection process also ensures accurate assessment of all applicants and objective decision-making.

On the basis of written applications, the Committee will short-list applicants for further assessment.

Interviews

The selected applicants will be notified of the time and location of their interview. The interview may include a written or practical exercise. All interviewees will be notified when contacted if they need to prepare anything specific or bring anything with them to the interview.

Referee comments will be sought after the interview. Applicants should choose referees who can comment effectively and accurately on their current skills and abilities, experience and work performance that is relevant to the duties of the position.

Completion

At the completion of the selection process a report will be written for the approval of the Chief Executive and Principal Registrar. This may include an Order of Merit of suitable applicants.

Conditions of Engagement

Employees of the Court are employed under the *High Court of Australia Act 1979*, with the Determination under s26(4) of the *High Court of Australia Act 1979* Terms and Conditions of Employment of Employees.

The following pre-employment checks will be conducted prior to the commencement of employment:

- Australian citizenship evidenced by an Australian birth certificate or passport, or a certificate of Australian citizenship for applicants born overseas.
- A 100-point identity check. In the case of a name change, a marriage certificate, deed poll or other legal evidence must also be provided.
- A previous employment/reference check.
- A criminal history check.
- A pre-employment medical exam.

All ongoing employees are subject to a probationary period.

Working at the High Court

The High Court building is located in Parkes ACT in the Parliamentary Triangle, on the shores of Lake Burley Griffin. It is flanked by the National Gallery of Australia and the National Portrait Gallery. Questacon (Australia's National Science and Technology Centre), Old Parliament House and the National Library of Australia are a short stride away.

Opened in 1980, the High Court building is one of Australia's National Buildings, and was heritage listed in 2007. Structurally, the 40-metre tall building is essentially one of concrete and glass comprising a number of major functional elements, namely a large public hall, three courtrooms, an administrative wing, and Justices chambers.

The Court has approximately 75 full-time equivalent ongoing and casual staff supporting the Chief Justice and Justices, most of whom are located in Canberra. Staff are appointed under the High Court of Australia Act 1979, and the terms and conditions of employment are similar to those of the Australian Public Service.



HIGH COURT OF AUSTRALIA - APPLICATION COVER SHEET

Position Title:	ICT Help Desk Officer	Position Classification:	HCE 6
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Personal Details

Title		Surname	
Given Names		Date of Birth <i>(optional)</i>	
Postal Address			
Contact Phone No (business hours)			
Mobile Phone No			
<p><i>You must be an Australian citizen to be eligible for employment at the High Court of Australia.</i></p> <p>Are you an Australian citizen? <i>(Please circle or delete)</i> YES / NO</p> <p>Do you require assistance in attending an interview? Yes/No if yes please advise your requirements</p>			

Commonwealth/APS/State Government Employment

The High Court of Australia is not an APS employer, however will recognise prior service with qualifying government employers.

Are you currently a Commonwealth, APS or State government employee? <i>(Please circle)</i>	YES / NO
AGS number	
Nominal Level	Actual Level
Ongoing Employee <input type="checkbox"/>	Non-ongoing employee <input type="checkbox"/>
Have you received a redundancy from a Commonwealth, APS or state government employer in the last 12 months? <i>(Please circle or delete)</i>	YES / NO

Referee 1 Details	
Name:	
Title:	
Organisation:	
Phone No:	
Mobile No	

Referee 2 Details	
Name:	
Title:	
Organisation:	
Phone No:	
Mobile No:	