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**High Court of Australia, Canberra**



**ICT Help Desk Officer**

**Canberra 8 months non-ongoing**

**High Court Employee Level 6**: **$81,184 – $92,316pa**

**plus Superannuation**

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. Further information is available from [www.hcourt.gov.au](http://www.hcourt.gov.au)

**About the job**

**Details: ICT Help Desk Officer**

 **High Court Employee Level 6 (8 months non-ongoing)**

 **Corporate Services Branch**

 **$81,184 - $92,316 plus Superannuation**

 **Full time 37.5 hours a week plus occasional interstate travel**

 **Located in Canberra**

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

**The Person:**

The High Court of Australia operates approximately 80 desktop and 50 laptop computers and has WAN connections to offices in Brisbane, Melbourne, and Sydney.

The Court uses virtualised Windows Servers (2008/12/16), including File and Print, and Exchange 2016 for messaging. Our desktops and laptops are using Windows 7 and 10. Our SOE includes the MS Office 2016 suite, mostly with Acrobat Pro. Our desktops and laptops are controlled with management appliances, and servers use CommVault for backup. The Court has recently initiated work to move services to the cloud. In addition, the Court uses a number of key business applications including:

* Joomla! CMS supporting the staff intranet and Court internet sites;
* CISCO platforms to manage IP-phones and messaging/presence;
* Case Management System (Lotus Notes based);
* Finance One FMIS;
* TRIM/RM/CM for records management.

The ICT Helpdesk Officer is responsible for the provision of 1st and 2nd level ICT support to High Court staff in addition to back up 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.

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



HIGH COURT OF AUSTRALIA

**ICT Help Desk Officer 8 month non ongoing**

**DUTY STATEMENT**

|  |  |
| --- | --- |
| Date: | July 2019 |
| Position No: | 162 |
| Classification: | High Court Employee Level 6 |
| Local Designation: | ICT Help Desk Officer |
| Branch: | Corporate Services |
| Section: | ICT Services |
| Location: | Canberra |
| Immediate Supervisor: | ICT Systems Administrator, Position No 161 |
| No of Subordinates: | Nil |

**Description:**

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, on-premise and increasingly in the cloud. The position also involves the provision of backup support for the High Court’s courtroom technology systems.

**Duties:**

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 backup 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 to Court staff as required, including both formal and informal sessions.
6. Liaise with external ICT contractors and suppliers, as directed.
7. Undertake other work as directed.

Demonstrate working practices consistent with the High Court Code of Conduct and Workplace Health and Safety Arrangements.



HIGH COURT OF AUSTRALIA

**ICT Help Desk Officer 8 month non ongoing**

**SELECTION CRITERIA**

1. Demonstrated experience in first and second level support in an environment with virtualised servers operating Microsoft Windows (2008/12/16) and Exchange 2016, and desktops/laptops operating Windows 7 and 10.
2. Well-developed analytical and trouble-shooting skills.
3. Well-developed communication skills including the ability to liaise effectively with a wide variety of stakeholders including High Court staff, contractors and suppliers.
4. Well-developed organisational skills, time management skills, and the ability to establish clear priorities from competing demands.
5. Good understanding of Networking, TCP/IP, DNS, Active Directory, MS-Office Administration, Exchange, VMware, cloud technologies, and instant messaging platforms.
6. Desirable qualifications and experience:
* Relevant industry certifications (e.g. Microsoft, VMware, ITIL, CommVault);
* Tertiary qualifications in information technology;
* Experience with audio-visual systems.

The successful applicant must be an Australian Citizen, and be able to pass our security checks.

**Contact:**

Mohammed Akbar

Systems Administrator

Telephone 02-6270 6919

Email: Mohammed.Akbar@hcourt.gov.au

**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 covering letter
3. your current resume
4. Responses to **each** selection criterion: 200-300 word statement supporting your claims to the position for each criterion. Keep to relevant examples and your response can be in narrative or dot point
5. The contact details of referees (on the application cover sheet)

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 Thursday 18 July 2019, by 11:00pm AEST.**

**Please note: applicants who do not address the selection criteria will not be considered**, and late or incomplete applications may not be accepted.

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*The Public Hall*

**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.

# 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. All interviewees however will be advised of the outcome of their interview and offered feedback

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**Conditions of Engagement**

Employees of the Court are employed under the *High Court of Australia Act 1979,* with theDetermination 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:

1. Australian citizenship evidenced by an Australian birth certificate or passport, or a certificate of Australian citizenship for applicants born overseas.
2. 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.
3. A previous employment/reference check.
4. A criminal history check.
5. A pre-employment medical exam.

All ongoing employees are subject to a probationary period.

Please note that the High Court of Australia is not an APS employer, but it will recognise prior service with qualifying government employers.

**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 some 100 staff members (including part-time and casual), most of which 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** |

***Personal Details***

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

***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? *(Please circle)*  | YES / NO |
| AGS number |  |
| Nominal Level |  | Actual Level |  |
| Ongoing Employee |  | Non-ongoing employee |  |
| Have you received a redundancy from a Commonwealth, APS or state government employer in the last 12 months? *(Please circle or delete)*  | YES / NO |

|  |  |  |
| --- | --- | --- |
| ***Referee 1 Details*** |  | ***Referee 2 Details*** |
| Name: |  |  | Name: |  |
| Job Title: |  |  | Job Title: |  |
| Organisation: |  |  | Organisation: |  |
| Phone No: |  |  | Phone No: |  |
| Mobile No |  |  | Mobile No: |  |