IT End User Support Specialist

Classification	Band 2
Team	Corporate Services, Information and Systems
Reporting to	IT Service Coordinator
Location	Office based in Bridge Street, Bendigo
Effective Date	June 2025

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision healthy water, healthy people, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.

- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

The IT Service Delivery Officer is a member of the IT Service Team, which as a key part of Information and Systems (I&S), provides technical support and advice to the whole of Coliban Water. I&S priorities include the implementation of our IT Strategy; execution of IT Projects in response to business needs; effective and efficient day-to-day IT operations; design and maintenance of systems to improve business processes. The team is also committed to an advocacy role providing training, coaching and open, transparent conversations about IT and Information Management in the organisation. I & S supports the valuable asset that is Coliban Water data.

The IT End User Support Specialist is primarily responsible for optimising the IT end user experience through the following:

- Triage, resolve, and escalate service requests to minimise disruption
- Maintain ownership of incidents and ensure timely communication
- Report on service desk performance to support trend analysis and root cause identification
- Administer and improve the ServiceDesk platform
- Maintain user-facing documentation and implement basic service desk automations
- Deploy and manage Windows 11 SOE and approved application environments using Intune and SCCM
- Support standardised rollouts and ensure compliance across devices
- Configure and support end-user systems including printers, mobile devices, antivirus, telephony, authentication, SCCM, and MDM tools
- Contribute to system standardisation, documentation, and education efforts
- Identify and suggest improvements to enhance the end-user experience

Position dimensions

Capital and expenditure budget	In accordance with the Organisational Budget
Authorities/delegations	Please refer to the Financial Delegations Policy
Number of reports	0
Internal working relationships	All management and staff
External working relationships	Software suppliers; Operations and Maintenance Services Contractor
Other	Not applicable

Key result areas

Service Desk Support

- Triage and resolve incidents and service requests using ManageEngine ServiceDesk Plus
- Provide timely and professional support to users across remote and onsite locations
- Escalate complex issues appropriately while maintaining ownership and communication
- Participate in the after-hours IT on-call roster during absences or where appropriate to skill and experience

Device and OS Support

- Provide end-user support for Windows 11, iOS, and Android devices
- Troubleshoot and resolve desktop, laptop, and mobile hardware/software issues
- Assist users with peripheral setup and device troubleshooting

Workstation Deployment

- Deploy and configure Windows 11 SOE (Standard Operating Environment) workstations
- Use Microsoft Intune and SCCM for device provisioning, policy enforcement, and software deployment
- Maintain accurate records of hardware and software inventory

Account and Identity Management

- Perform Active Directory user management, including account creation, password resets, and group assignments
- Set up and manage Multi‑Factor Authentication (MFA) configurations
- Maintain user access rights in accordance with security policies

Endpoint and Mobile Device Management

- Manage device configurations and security policies using Microsoft Intune and SCCM
- Support onboarding, remote wipe, and compliance for mobile devices (iOS and Android)
- Troubleshoot configuration and sync issues on managed devices

Office 365 and Exchange Administration

- Support end users on Office 365 apps (Outlook, Teams, SharePoint, OneDrive)
- Perform basic Exchange Online admin tasks, such as mailbox setup and permissions
- Troubleshoot O365 sync and authentication issues

Printer and AV Support

- Troubleshoot network printers, scanners, and copiers
- Provide support for audio/visual equipment in meeting rooms or hybrid setups
- Coordinate with vendors for maintenance or repair as required

Documentation & Knowledge Management

- Document known issues, resolutions, and end-user solutions in the internal knowledge base
- Contribute to standard operating procedures and troubleshooting guides
- Help maintain accurate records of assets and system configurations

Automation and Process Improvement

- Assist in implementing basic IT automations, such as PowerShell scripts or automated workflows in Intune, SCCM, or ManageEngine
- Identify inefficiencies in daily tasks and suggest technology-driven improvements
- Stay informed of new tools and methods to enhance support operations

Project Participation

- Assist with IT projects, including system upgrades, software rollouts, and hardware refreshes
- Support testing and documentation for new deployments or tools
- Collaborate with IT staff and stakeholders to meet project deadlines and objectives

Continuous Improvement

- Actively observe and recommend opportunities to improve support processes, tools, and user experience
- Participate in internal reviews or retrospectives to identify service delivery enhancements
- Contribute to team learning and operational excellence

Professional Development

- Undertaking training, both on and off-the-job
- Keeping up-to date on professional, industry and company information
- Participate constructively in peer reviews and coaching process.
- Complete performance and development plan
- Undertake higher duties, job rotation and back-up colleagues as required.

Performance level

Action and accountability	This role is required to provide sound advice and recommendations. Advise is provided through drawing on policy, procedure, process and professional standards. This position is specialised in its field and supervision provides guidance and support only when needed
Judgement and problem solving	This role makes decisions through considering a variety of alternatives. Considerations may include established management systems, standards, budget
	parameters and equipment. Problem resolution is a feature of this role and will require conceptualisation, development of ideas, detailed analysis and development of action plans.
Specialist knowledge and skills	- Demonstrated relevant experience in an IT Service Desk and/or Customer Service environment. - Highly developed skills in fault identification and rectification - Ability to identify patterns in common issues and design solutions to remedy root cause. - Ability to prepare quality documents such as policies, guidelines, procedures and configurations. - Ability to plan and organise to ensure quality and output of work is achieved in accordance with best practice standards. - Ability to produce reports and statistical information. - Highly developed interpersonal communication skills with the ability to negotiate, persuade and resolve grievances, conflict and complaints and achieve desired outcomes. - Experience as a member of work teams that achieve objectives and high levels of performance. - Highly developed written and verbal communication skills - A 'can do' approach to solving business problems.
Interpersonal skills	This role requires the ability to obtain cooperation or assistance in the achievement of objectives. It will also provide information and advice to internal and/or external stakeholders.
Leadership level	Lead self: Core skills demonstrating initiative, collaboration and communication.
Qualifications and experience	- Tertiary qualification in information technology, computer science or similar preferred - Experience in a Microsoft Windows Active Directory environment.

Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.

Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Assessments and further requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay on occasion.
- You may also be requested to undertake per or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.
- You may be required to perform additional or supplementary duties from time-to-time consistent with your skills, training, qualifications, and experience.

Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- Tertiary qualification in information technology, computer science or similar; and/or demonstrated relevant experience in a Service Desk and/or technical Customer Service environment preferred.
- Excellent organisational skills and ability to manage competing priorities and agilely switch tasks as the situation demands.
- Well-developed technical problem-solving skills and an ability to think both logically and laterally to develop innovative ideas and solutions.
- Excellent interpersonal and communication skills with the ability to effectively consult and negotiate with staff, customers and external organisations to achieve win/win outcomes.
- A team player, with a proven record contributing to a positive supportive work environment resulting in high performing teams which achieve objectives and demonstrate continuous improvement in quality and service delivery.