

Position Description



Helpdesk Support Officer

Division	Corporate Services
Team	Business Technology Services
Location	Adelaide
Classification	ONRSR Enterprise Agreement - Level 2
Reports to	Manager, Service Delivery & IT Operations
Direct Reports	Nil
Key Relationships	Internal: Your team and all ONRSR staff across all locations External: Vendors supporting ONRSR's systems and infrastructure

About ONRSR	The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the <i>Rail Safety National Law</i>, and promotes and improves rail safety throughout Australia.
Our People and Our Culture	At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia's railways – people who are professional and motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community. We recognise that a diverse workforce strengthens our capability by bringing together different perspectives, experiences, and skills. We are committed to creating an inclusive environment that enables all staff members to contribute fully. By fostering this culture, we support collaboration, drive innovation, enhance decision-making, and elevate our overall organisational performance Our culture reflects our values of Integrity, Respect, Independence, Diligence and Excellence in the way we work, lead and engage with others. Our Culture

	Blueprint guides us to create a respectful, inclusive and equitable workplace where diversity is embraced, and every individual can contribute, grow, and thrive. Every role plays a part in shaping this culture.
Our Purpose	Safe railways for Australia
Your impact and contribution	The Helpdesk Support Officer is essential to support the delivery of a diverse range of IT operational and support services within a small, dynamic national organisation. You will make a valuable contribution through your strong customer skills and dedication to making work easier for our colleagues through technology. You will focus on contributing to a strong team spirit and providing expertise and skills to ensure a great IT experience for the wider ONRSR team.
Your Responsibilities	Combining your enthusiasm for customer service and your experience in supporting technology and hardware you will: • Provide day-to-day technical support and assistance, actively troubleshooting issues, mitigating reoccurrence, supporting end users and maintaining system performance. • Act upon service request tickets including logging, triaging and prioritising incoming tickets via the ServiceDesk portal. • Provide technical setup for new starters, supporting the onboarding & offboarding experience. • Support user access management in both Active Directory and Entra. • Support day to day operations in SharePoint. • Manage Endpoints and apps within Intune. • Conduct system monitoring, health & security checks, and proactive maintenance activities. • Deliver 1st and 2nd level end-user support, which is proactive, cooperative and dependable by analysing user needs and developing rapport with clients. • Ensure appropriate technical documentation and governance are kept up to date. • Continuous improvement of existing systems and applications. • Assist your colleagues in routine and ad-hoc activities including the identification and resolution of IT incidents and problems; maintaining configuration management; liaison with vendors to ensure that all user movement activities are completed successfully and other project activities.
Key Competencies	Key to success in this role is that you have: • An understanding of the Information Technology Infrastructure Library (ITIL) • An understanding of Microsoft SQL Server and SQL.

	• Demonstrated ability to work independently as an individual or as a team member, reliably and with minimal direction. • Demonstrated ability to prioritise and resolve issues in a structured and timely manner. • Demonstrated high level interpersonal skills and a strong customer service focus. • Demonstrated ability to master a range of systems and processes quickly. • Excellent written and verbal communications, sound organisational skills and a good attention to detail.
Qualifications and Experience	Key to success in this role is that you have: • Minimum of 1-2 years' relevant experience in a similar role. • Demonstrated experience in supporting Microsoft Operating systems (Windows 11), Office365, Active Directory and other Microsoft applications (Power suite, Dynamics, etc). • Experience supporting a wide range of commercial and developed applications. • Experience in project management and knowledge of project management methodologies.
Capability Framework	• Cultural Capability Framework (L1 - 4, RSO 1) • Helpdesk Support Officer
Your compliance	As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible for actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers while undertaking ONRSR work, in accordance with the Drug and Alcohol Policy.
Special Conditions	Special conditions that apply to this role include: • On occasions, this role may require you to work outside of normal business hours, on weekends and public holidays. • There is a requirement to travel which may include short stays in ONRSR interstate offices. • Required to complete a national police check • Hold and maintain the right to work in Australia
Privacy Notification	ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.
Our Commitment to You	ONRSR is genuinely committed to investing in the capability of its team and is proud of its structured approach to supporting capability and development of all employees in a supportive environment. All team members are considered

	regulatory team members whether infield or enabling and can access opportunities to learn key skills in their role and about regulation through a range of programs including our Regulatory Officer Training Program. The success of these programs relies on your engagement, openness to learning and willingness to share with your peers. ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development Plan; demonstrating appropriate and professional behaviours in accordance with the Code of Conduct, Respect and Inclusion at ONRSR Policy and Culture Blueprint; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed.
Your Commitment to ONRSR	I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability. I understand that I may be required to perform other duties from time to time to fulfill the position requirements.

Employee Signature:	Date:
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