Collingwood Football Club

JOB DESCRIPTION

Position Title/Department: IT Service Desk Technician

Reporting Manager: Head of Technology

Position Objective
The IT Service Desk Technician will support our computer systems, both hardware and software, ensuring top performance for the Collingwood Football Club staff and athletes. You will be the first line of technical support to all end users of the organisation, fulfilling requests from either our Service Desk ticketing system or in person. This is a staff facing role that will focus on customer satisfaction with a high level of communication required to ensure we understand what is required before promptly providing a resolution.

Responsibilities
- Provide technical assistance with computer hardware and software.   - Manage daily tasks via the Service Desk ticketing system.   - Be the Primary point of contact for IT service jobs.   - Escalation of service requests.   - Manage the rollout of new users and equipment.   - Installation of software to meet business needs.   - Asset management.   - Maintain IT documentation.   - Support in IT projects where applicable.   - AV systems.

Values & Behaviours
Is aware and will continue to strive and behave according to Collingwood Football Club's values: ***Do Better, Side by Side, A Nest For All and Fly Higher***.   **Do Better** – I commit to take deliberate actions to address racism when I see it. At Collingwood, we acknowledge the rights of the First Peoples of Australia, and that racism has no place in society.   **Side By Side** – I commit my best to a high performing team. At Collingwood we celebrate the wins and stick together through times of adversity.   **A Nest for All** – I champion and respect, diversity and inclusion to make others feel part of the Black and White. At Collingwood, we look out for each other, and those in need, as part of our commitment to provide a safe and welcoming Club for all.   **Fly Higher -** I make the most of my opportunities to drive excellence for myself and the team. At Collingwood we strive for success.

Child Safety Standards

The Collingwood FC has a commitment to ensure we provide professional, safe and enjoyable environments to children and young people who participate in our game.

The executive and management of our organisation are responsible for undertaking recruitment and ensuring that our processes and systems are robust and thorough, as well as being communicated and understood internally. Our recruitment process includes meeting and engaging with a variety of key people from across the organisation as well as completing thorough verification checks.

As part of our comprehensive recruitment process, we ensure that all safety and legislative checks such as working with children checks, criminal background checks, employment and personal reference checks are completed to ensure anyone working for the AFL is fit for the role they are employed in, prior to commencing employment.

The Collingwood FC takes the safety of children and young people very seriously and reviews all process and procedures in line with current state and federal legislation.

Match Day Role

Ad-hoc

Skills and Competency Matrix

Proficiency Level Legend:
- *Foundational*: Basic understanding and limited experience.
- *Intermediate*: Solid understanding and practical application.
- *Advanced*: Expert-level knowledge and leadership in the area.
- *Required*: Mandatory adherence to organisational values and standard

Competency Area	Essential Skills/Knowledge	Proficiency Level	Weight (%)	Example Behaviours/Indicators
Technical Support & Troubleshooting	Hardware/software support; diagnosing issues; AV systems	Intermediate	30%	Provides first-line support; resolves technical issues promptly; ensures AV systems function
Service Desk Management	Ticketing systems; request prioritisation; escalation processes	Intermediate	20%	Manages daily tasks via ticketing system; escalates appropriately; maintains service SLAs
User Onboarding & Equipment Setup	New user rollout; hardware/software installation; asset management	Intermediate	15%	Sets up new users; installs required software; tracks IT assets accurately
Documentation & Compliance	IT documentation; process adherence; security awareness	Intermediate	10%	Maintains accurate IT records; follows compliance and security protocols
Customer Service & Communication	Staff-facing support; clear communication; problem understanding	Intermediate	15%	Communicates effectively with staff; ensures user satisfaction; explains technical solutions clearly
Project Support	Assisting in IT projects; collaboration with IT team	Basic	5%	Supports IT initiatives; contributes to project tasks where required
Values & Behaviours	Commitment to club values; Diversity & inclusion; Child safety	Required	5%	Models club values, champions inclusion, ensures child safety compliance