

Position Description Overview	
Position Title	Desktop Support Technician
Position ID Code	OPS023
Work Area, Division	Technology, Operations
Reports To	General Manager, Technology
Direct Reports	Nil
Award	Miscellaneous Award

Proudly Perkins	
Our Vision	A pioneering Western Australian medical research institute improving health outcomes globally.
Our Purpose	Helping people live healthier, longer lives.
Our Values	
Respect	Respect is at the core of our organisation. We treat everyone in our diverse community with honesty, integrity and respect.
Innovation	We are a talented group of like-minded individuals at the forefront of modern medical research, using our creativity and the latest technology in our relentless quest for medical breakthroughs.
Passion	We bring a passion and commitment to every aspect of our work.
Collaboration	We recognise the power of working closely with each other and our collaborators to achieve the outstanding results for which we strive.

Diversity and Inclusion Statement
At the Perkins, we value, embrace, and celebrate the strength of our diverse experiences, thoughts, and beliefs. We are committed to a safe, equitable and inclusive culture where every person can innovate and thrive. This enables us to deliver pioneering research that improves global health outcomes.

Position Purpose
The Desktop Support Technician is responsible for operational support to all users who work within the Perkins buildings across the following related domains – telephony, switching, firewalls and associated server infrastructure including Operational Technology such as CCTV and Access Control Systems along with escalating to, and working with key external parties for resolution. In addition, the role also provides desktop support for Perkins staff, including researchers with troubleshooting both hardware and software related issues.

Position Outcomes and Key Goals
<ol style="list-style-type: none"> <li>1. Enable Perkins staff to optimise their productivity by quickly and effectively resolving technical issues.</li> <li>2. Consistently deliver outstanding customer service by demonstrating professionalism, responsiveness, and high levels of technical support, delivering a positive experience to end-users to in all interactions.</li> <li>3. Work collaboratively with the ICT team and partners to deliver integrated and comprehensive technical solutions that align with Perkins strategic goals.</li> </ol>

Position Title	Version	Date Approved	Responsible Manager	Responsible Executive	Approved
Desktop Support Technician	2	09/03/2026	General Manager, Technology	Chief Operations Officer	Chief People Officer

## Key Duties/Accountabilities

1. Provide first level and second line technical support relating to both users and networking/ server architecture including software configuration across both the end user computing environment and networking architecture
2. Log, record, and monitor user support requests, faults and actions, ensuring information on the ticketing system is up-to-date and accurate.
3. Install and configure desktop computer hardware, software, systems, printers, and scanners.
4. Ensure desktop PCs and laptops (for Facilities Management personnel and meeting rooms) are functional.
5. Maintain asset register for IT equipment and conduct routine audits for Perkins owned equipment.
6. Work closely with affiliated partners and UniIT to update and maintain their asset registry for technical products used by the Perkins.
7. Create new and update existing user accounts, ensuring correct user profiles and access.
8. Create remote network access for authorised tenant staff as required.
9. Install and set up desktop telephones/handsets and create extensions on Perkins telephony.
10. Ensure telephone systems work effectively, co-ordinating with external providers and arranging replacement equipment and repairs as required.
11. Assist with networking infrastructure and equipment, such as installation of equipment in server rooms and port patching and contribute to planning and implementation for network improvements and changes.
12. Support users to become self-sufficient in resolving routine desktop/IT issues.
13. Lead and coordinate small to medium sized operational ICT projects, including planning and stakeholder coordination, within defined scope and under the guidance of the Infrastructure Lead.
14. Complete other duties as requested by supervisor and/or manager.

## Selection Criteria – Qualifications, Licences, Skills, Knowledge, Experience

1. Tertiary qualification in Information Technology, Computer Science, or a related field, or an equivalent level of knowledge gained through a combination of other education, training and/or experience.
2. Comprehensive knowledge of computer hardware and software, including operating systems, networking, and security.
3. Strong customer service skills, including the ability to communicate technical information effectively and professionally with a diverse range of user groups and apply critical thinking and problem-solving skills.
4. Ability to work independently, self-manage, prioritise, and meet deadlines with attention to detail and thoroughness in completing tasks.
5. Ability to work collaboratively in a team environment and respond flexibly to changing circumstances.
6. Solid administrative and record keeping skills.
7. Experience with MDM Solutions (desirable).
8. Previous exposure to automating repetitive tasks (desirable).
9. Completion of relevant vendor certification courses or similar (desirable).
10. Satisfactory National Police Certificate.
11. Possess a current Western Australian 'C' Class Driver's License.

## Special Requirements

1. After-hours work will be required in this position.

## Key Working Relationships

1. GM Technology and ICT team.
2. Facilities Management team.
3. Tenants of the Perkins buildings.
4. UniIT (University of Western Australia)
5. Research Group Leaders.
6. External ICT vendors and suppliers.

## Work Health and Safety

1. Take reasonable care for the health and safety of self and others. This includes taking appropriate actions to avoid, eliminate or minimise hazards.
2. Act honestly and report all incidents, hazards, and injuries immediately.
3. Comply with any reasonable instruction given, or policy or procedure administered, by the Perkins that supports the Perkins to provide a safe work environment.
4. Use equipment and materials as trained and required, and according to the manufacturer's instructions.
5. Actively promote a positive safety and health culture, demonstrating attention to physical, mental, emotional, cultural and psychological safety.

## Professional Development

1. Accept responsibility for updating knowledge and skills related to professional practice.
2. Actively participate in performance feedback, reflecting on own performance and growth opportunities.
3. Contribute to the creation of development and performance goals.