



# Project and Helpdesk Manager (Joint role)

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- Have you got Project Management experience
- Have you got experience in running a Helpdesk
- Have you used HP TRIM

## EMPLOYMENT SUMMARY

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<b>Position Title:</b>	Project and Helpdesk Manager (Joint Role)
<b>Position Number:</b>	2010/002
<b>Time Fraction:</b>	1.0
<b>Tenure Status:</b>	Full-time Permanent Employment
<b>Salary:</b>	\$90,000 - \$110,000 per annum + 9% superannuation + Laptop + Mobile Phone

FYB Pty Ltd is a privately owned company that has been in operation since April 2004. We provide government and private sector businesses with solutions for the implementation of information, document and records management tools and systems.

FYB excels at providing the ultimate electronic document and records management solutions to our clients. Our strength is the ability to provide the total solution, tailored to the organisations' requirements.

Our team of highly motivated staff are dedicated to providing our clients with a personal yet professional approach to implementing a solution that meets the client's needs rather than try to mould the client to a ready-made solution. FYB recognises that 'one size does not fit all!' and we work closely with organisations to ensure a solution works for them.

We are extremely proud of our staff, selected not only for their Information Technology and Records Management experience but also because of their commitment to customer service excellence.

Our offices are located in Williamstown, just 15 minutes west of Melbourne.  
The successful applicant will become an integral part of the FYB team.

RECORDS MANAGEMENT STRATEGIES  
POLICY AND PROCEDURE DEVELOPMENT  
BUSINESS CLASSIFICATION SCHEMES  
RETENTION AND DISPOSAL AUTHORITIES  
EDRMS AND ECMS SOLUTIONS  
TRIM AND RECORDS SUPPORT SERVICES



## **WHAT CAN FYB OFFER YOU?**

- An opportunity to manage a variety of projects in the EDMS, EDRMS and Records sphere
- An opportunity to take ownership of our helpdesk and provide that level of service you always wanted to see
- Be part of a dynamic and fun team who have a passion for what they do

This role reports directly to the General Manager and will have five to ten staff reporting to them at any one time.

## **Specific Accountabilities**

### **Project Manager**

#### *Strategy and Planning*

- Put in place procedures and process enhancements and improvements to ensure projects run to time and on budget
- Preparing engagement, reviews and quality assurance procedures
- Input into tender and quoting process as required

#### *Project Practice/Management*

- Creating and executing project plans, project initiation documents and revising as appropriate to meet changing needs and requirements
- Managing project stakeholders including providing clear communications and organising project meetings as required
- Identifying resources needed for the projects and assign individual responsibilities
- Managing day-to-day operational aspects of the projects and their scope
- Managing the project team
- Effectively applying our methodology and enforces project standards
- Managing projects risk to minimise our exposure and risk on projects
- Managing project conflicts and resolve as required

#### *Project Administration*

- Run internal Project Meetings as required
- Make sure weekly project status reports are sent and are quality checked prior to being sent
- Reviews deliverables prepared by staff before passing to client
- Ensures project documents are complete, current, and stored appropriately
- Conduct Post Implementation Reviews

#### *Project Accounting*

- Manages project budget through tracking and reporting resources and expenses on a monthly basis
- Ensures timely and accurate invoicing for project
- Follows up with clients, when necessary, regarding unpaid invoices

### **Members Support Services Manager**

#### *Strategy and Planning*

- Re-engineer the help desk according to industry best practices
- Establish Helpdesk service level agreements to establish problem resolution expectations and timeframes
- Design request handling and escalation policies and procedures
- Develop and maintain formal procedures for consistency and increased productivity

- Analyse performance of Helpdesk activities and document resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and prevent future problems

#### *Operational Management*

- Oversee and manage the processing of incoming calls to the Helpdesk via telephone, e-mail and the online helpdesk facility to ensure courteous, timely and effective resolution of end user issues
- Enforce service level agreements for problem resolution expectations and timeframes
- Enforce request handling and escalation policies and procedures
- Be the point of escalation when jobs cannot be resolved
- Ensure the FYB Helpdesk website is properly maintained and available to members at all times, including the weekly addition of new knowledge base articles to the site
- Write and distribute the members only e-newsletter as required
- Manage FYB's internal IT Requirements

#### **EXPERIENCE**

- It is highly desirable that the successful applicant has experience in using and supporting HP TRIM
- Experience in running projects
- Experience in running a Helpdesk

#### **SALARY RANGE**

- \$90k to \$110k pending experience
- Laptop
- Mobile phone

#### **WHY CHOOSE FYB?**

FYB is a progressive company in every aspect. We enjoy a friendly and unique working experience and provide our staff with opportunities to further advance their skills through training and mentoring.

The FYB team work closely together and as such the successful applicant would need to be able to work within a team environment.

We also care about our customers and we take pride in the solutions we deliver them. This allows the successful applicant to use their personality in the position to build relationships with the customer and develop unique solutions to suit their requirements.

FYB also cares about its staff and holds quarterly team building events such as amazing race scenarios, mini golf, lawn bowls etc

If you are that person we have been waiting for, submit your resume to the below email address.

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03 9397 0428  
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