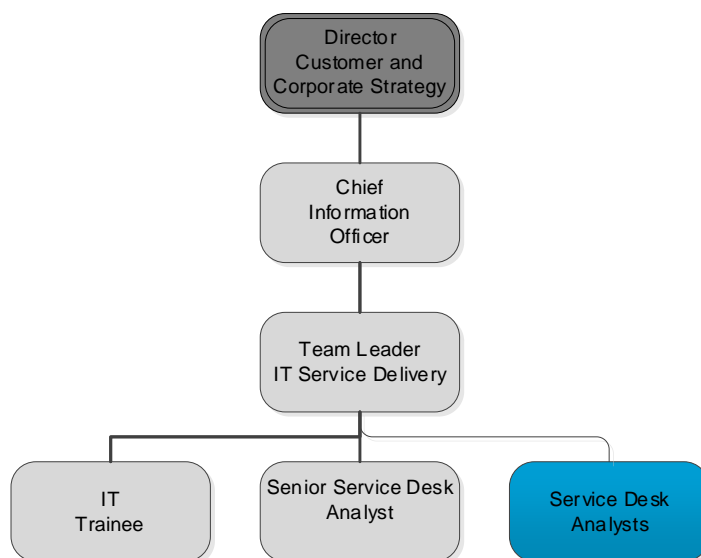


## POSITION DESCRIPTION

<b>Position Title</b>	Service Desk Analyst
<b>Position Number</b>	25161
<b>Division</b>	Customer and Corporate Strategy
<b>Branch</b>	Digital Technology and Innovation
<b>Grade</b>	14
<b>Special Requirements</b>	Drivers licence Ability to work flexible hours, including weekends and nights Ability to be on-call outside of normal office hours
<b>Physical and Environmental Demands</b>	Manual handling
<b>Authorities</b>	As applicable and as delegated by the General Manager
<b>Key Direction/s</b>	Strong Local Leadership

### Reporting Structure



<b>Position Purpose</b>
Be the first point of contact for the Digital Technology & Innovation branch and provide incident management and service request management relating to enterprise applications, software, hardware, and network systems, including user administration.
<b>Key Result Areas</b>
<ul style="list-style-type: none"> <li>• <b>Service Delivery</b></li> <li>• <b>Branch Activities</b></li> <li>• <b>Customer Service</b></li> <li>• <b>Corporate Core Values</b></li> </ul>
<b>Key Duties &amp; Responsibilities</b>
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide accurate Incident management, Problem management, Change management Service Request management, within established Service Level Agreement (SLA) and Operating Level Agreement (OLA) time frames, meeting or exceeding customer’s requirements and expectations.</li> <li>• Provide Level 1 digital and enterprise applications support for systems supported by the branch.</li> <li>• Utilise appropriate tools and methods to effectively manage Incidents/Problems/Changes and Service Requests ensuring information is captured in the Service Desk ticketing system for future reference and analysis in line with ITIL principles.</li> <li>• Securely maintain the Council’s Information Technology operational and physical environments in line with corporate security policies, standards, and work practices.</li> <li>• Create and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages.</li> <li>• Follow processes and schedules relevant to work rosters, timelines, task rotations and breaks to ensure continuity of service delivery.</li> <li>• Work effectively with team members towards mutual continued development and to establish a consistent, customer focused service delivery approach.</li> </ul> <p><b>Branch Activities</b></p> <ul style="list-style-type: none"> <li>• Work closely with other subject matter experts and appropriate team members to seek advice on complex matters and escalate issues where appropriate.</li> <li>• Liaise internally with other teams in the branch to collaboratively work on projects as required.</li> <li>• Other relevant duties which may be required by the Manager from time to time.</li> <li>• Act in accordance with Council’s Fraud and Corruption Prevention Policy and Plan at all times. as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a strong customer focus which is accurate, responsive, timely and courteous.</li> <li>• Respond to internal and external enquiries and complaints exercising initiative, judgement, and discretion.</li> <li>• Promote Council as professional, committed and customer focused by providing high level communication, consultation and quality services.</li> </ul> <p><b>Corporate Core Values.</b></p> <ul style="list-style-type: none"> <li>• Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Safety and Customer Focus.</li> </ul>

### WHS Responsibility

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

### Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable.
- Must be aware of operational and business risks. Particularly:
  - understand and adhere to the principles of Risk Management within their job role
  - assist Managers and Team Leaders in identifying risks and risk treatments in their job role
  - provide input into various risk management activities
  - report all emerging risks, issues and incidents to their manager or appropriate officer
  - follow Council policies and procedures

### Essential and Desirable Criteria

#### Essential:

- Demonstrated experience in service desk support including efficient management of incidents and effective issue resolution including relevant qualifications or equivalent.
- Proven experience providing support in a large environment in a level 1 / level 2 service desk capacity.
- Strong customer service skills including the ability to capture and collate information from various sources, prepare reports, deal with challenging customers and achieving outcomes.
- Demonstrated organisational skills and experience working in a high volume and demanding support environment with a capacity to prioritise competing demands and achieve results with a customer focused approach.
- Proven collaboration skills with a demonstrated ability to build and maintain relationships with customers and stakeholders.

#### Desirable:

- Tertiary qualifications in Information Technology or equivalent.
- Industry certifications in ITIL Framework.
- Basic training or certifications in Cyber Security, Networking or Microsoft technologies.
- General operational experience in supporting Local Government core applications
- Any applicable Vendor/industry certifications.

<b>Prepared By</b>	Chief Information Officer
<b>Date Prepared</b>	October 2021
I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position. I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	