

Position Title	IT Service Desk Analyst
Department	People and Performance
Unit	Information Communication and Technology
Team	ICT Customer Experience
Supervises	Nil
Reports To	Coordinator ICT Customer Experience
Grade Range	F
Date Prepared	1/04/2023
Date Last Updated	21/06/2023

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

This position ensures that ICT users enjoy access to reliable, high quality ICT services and ICT support through effective and efficient ICT service desk processes and exceptional customer experience. The ICT Service desk analyst role is the first point of contact for our customers responsible for the accurate resolution to technical issues in accordance with agreed service levels.






Accountabilities

- Provide a high level of customer service to both internal and external customers, with a particular focus on continuous improvement and enhancing the customer experience.
- Place the customer at the centre of all decision making.
- Responsible for identifying the root cause, diagnosing, and resolving technical issues related to hardware, software, and network systems.
- Provide technical advice and guidance to users of the system. This may include explaining technical concepts and providing tips and best practices for using the system.
- Required to use ITSM tools to log and manage incidents, service requests, problems and manage and track IT assets including Hardware and Software Inventory.
- Responsible for documenting technical issues and solutions and reporting on system performance and usage.
- Manage servicedesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Staying up-to-date with industry developments and advancements in technology, including new software and hardware
- Additional duties as required within the limits of the employee's skill, competence and training

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Technical/ Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Personal Character		
Display Resilience	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and • Gives direct and honest feedback/ advice • Listens when challenged and seeks to • Raises and works through challenging issues and seeks alternatives
Results		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and • Scopes and manages projects effectively, • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in ICT or related discipline.
- Drivers Licence.

Essential Experience

- Extensive knowledge and experience in the use of ICT applications including, Microsoft 365, Windows 10/11, Citrix and other work-related systems.
- Demonstrated experience in customer-facing ICT operations, including service desk, and executing effective plans to enhance the overall customer experience.
- Extensive written and verbal communications skills, with the ability to communicate technological solutions related concepts to technical and non-technical audiences at various levels.
- Extensive analytical and problem-solving skills with the ability to manage multiple concurrent customer requests within Service Level Agreements from initiation to resolution.
- Sound collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service
- Knowledge of ICT security requirements.
- Knowledge of service management principles and processes, in particular incident, problem and change management with experience using ICT service management tool.
- Demonstrated ability to be adaptable within a dynamic environment, to work under fluctuating workloads, to meet agreed deadlines and to exercise initiative and judgement in setting priorities.

Desirable Qualifications and or Experience

- ITIL certification.
- Project management certification or equivalent experience.

- Previous Public Sector experience.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>