

## ICT Service Desk Analyst

<b>Department</b>	Digital Services & Information
<b>Division</b>	Corporate Services and Strategy
<b>Location</b>	Drummoyne, Sydney and various
<b>Classification/Grade/Band</b>	Grade 7
<b>Position Code</b>	CB0256
<b>Date position description approved</b>	March 2024

### Council overview

The City of Canada Bay is a thriving, colourful community, surrounded by the beautiful bays of Sydney Harbour. The area is also known for its parklands, cycle paths and walkways. City of Canada Bay Council's values underpin how we operate: We act with integrity; We empower our people; We are respectful; We work together; We innovate.

### Primary purpose of the position

- Provide first-line technical support and quality customer service to Council staff, Councillors and customers for desktops, laptops, mobile devices, servers, networks, printers, AV equipment, applications, and general technology.
- Attend to the ICT Service Desk applications and systems including call handling and incident / request / problem management.
- Under the guidance of the ICT Security and Operations Manager, undertake higher technical duties and projects as required.

### Key accountabilities

Within the area of responsibility, this role:

- Provision of telephone-based and face-to-face first level support and training to all Council staff, sites and Councillors on Council's desktop applications and general IT infrastructure.
- Proactively ensure Information Systems are available to Council branches, libraries, depots, and remote sites.
- Provision of on-call and out-of-hours support according to the ICT team roster.
- Ensure operational maintenance tasks are completed in a timely and accurate manner.

- Carry out purchasing to support the ICT team guided by Council Procurement Policy, financial delegations, and team requirements.
- Manage incidents, problems, requests, and other tickets in ICT Service Desk applications.
- Monitor ICT Service Desk ticket queues ensure adherence to in-place service levels.
- Monitor system availability.
- Clearly and proactively communicate system changes to relevant Council staff, Councillors, and customers.

## Key challenges

- **Complex Problem Solving** – Encountering complex technical problems that require in-depth knowledge and creative problem-solving strategies. Diagnosing and resolving these problems, especially under time pressure, can be challenging.
- **Communication and Customer Service** – Communicating effectively with users who may have varying levels of technical understanding. Ability to be able to explain technical issues and solutions in a user-friendly manner and maintain a high level of customer service and satisfaction.
- **Managing competing priorities** – Prioritising a high volume of requests and managing time effectively to address each one promptly and efficiently.
- **Keeping up to date with Rapid Technological Changes** - The ICT field is dynamic, with new technologies, software, and systems being developed constantly. Staying informed and proficient in these evolving technologies is essential but can be challenging.

## Key internal relationships

Who	Why
ICT Department Staff:	Building strong relationships with ICT team staff, including technicians, engineers, and administrators, is essential for effective teamwork and collaboration in delivering ICT services and support.
End-Users and Employees:	Building rapport with end-users and employees across various departments is important for providing effective ICT support, gathering feedback, and promoting ICT literacy and best practices among staff.

## Key external relationships

Who	Why
ICT Vendors and Suppliers	Supporting ICT Service Desk Coordinator in building relationships with local ICT vendors and suppliers is essential for procuring hardware, software, and ICT services. These vendors can also provide valuable insights and support for technology solutions.
Other Associations and Networks:	Participation in Local Council ICT associations and networks as required to stay informed about industry trends, share best practices, and collaborate on joint projects with neighbouring local governments.

## Key dimensions

Service Quality:	The quality of ICT service delivery is a crucial dimension. This includes responsiveness to service requests, resolution times, and customer satisfaction. The ICT Service Desk Analyst should consistently monitor and improve service quality.
Customer Satisfaction:	Ensuring that end-users and stakeholders are satisfied with ICT services is vital. This dimension involves collecting feedback, addressing concerns, and implementing improvements to enhance customer experience.
Technical Competence:	The ICT Service Desk Analyst must possess and maintain a high level of technical knowledge and expertise. This dimension includes staying updated on emerging technologies and ensuring the IT team has the necessary skills.
Incident and Problem Management:	The ability to effectively manage and resolve ICT incidents and problems is important. This includes identifying root causes, implementing preventive measures, and minimising service disruptions.
Reports to	ICT Security and Operations Manager
Direct reports	Nil
Financial Delegation	Nil

## Essential requirements





<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"><li>• Tertiary qualifications in IT combined or demonstrated experience working within a corporate, Service Desk environment.</li><li>• A customer service driven attitude and approach to resolving IT issues.</li><li>• Exceptional problem-solving skills to be able to identify issues and develop solutions.</li><li>• Well-developed communication skills to communicate technical information to a non-technical audience.</li><li>• Willingness to learn, grow and develop your technical skills.</li><li>• Maintain a current and valid Australian Driver's License.</li></ul>
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## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

## Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	<b>Manage Self</b> Shows drive and motivation, an awareness of strengths and weaknesses, and is commitment to learning	Intermediate
	<b>Display Resilience and Adaptability</b> Expresses own views, perseveres through challenges, and is flexible and willing to change	Intermediate
	<b>Act with Integrity</b> Is honest, ethical and professional, and prepared to speak up for what is right	Intermediate
	<b>Demonstrate Accountability</b> Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Intermediate
 Relationships	<b>Communicate and Engage</b> Communicates clearly and respectfully, listens, and encourages input from others	Adept
	<b>Community and Customer Focus</b> Commits to delivering customer and community focused services in line with strategic objectives	Adept
	<b>Work Collaboratively</b> Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Adept
	<b>Influence and Negotiate</b> Persuades and gains commitment from others, and resolves issues and conflicts	Intermediate
 Results	<b>Plan and Prioritise</b> Plans and organises work in line with organisational goals, and adjusts to changing priorities	Intermediate
	<b>Think and Solve Problems</b> Thinks, analyses and considers the broader context to develop practical solutions	Adept
	<b>Create and Innovate</b> Encourages and suggests new ideas and shows commitment to improving services and ways of working	Intermediate
	<b>Deliver Results</b> Achieves results through efficient use of resources and a commitment to quality outcomes	Adept
 Resources	<b>Finance</b> Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Intermediate
	<b>Assets and Tools</b> Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Adept
	<b>Technology and Information</b> Uses technology and information to maximise efficiency and effectiveness	Adept
	<b>Procurement and Contracts</b> Understands and applies procurement processes to ensure effective purchasing and contract performance	Intermediate

# SCHEDULE OF OPERATIONAL RESPONSIBILITIES

## 1. Child Safe Organisation

- 1.1. The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

## 2. Work, Health & Safety Responsibilities

### 2.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

## 3. Workplace Behaviour Standards and Expectations

### 3.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

## 4. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

## 5. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

## 6. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## 7. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 8. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 9. Organisation Values

OUR VALUES	ADMIRABLE BEHAVIOURS	UNFAVOURABLE BEHAVIOURS
We empower our people	We value opportunities to grow and learn	We don't unnecessarily withhold information or resources from each other
	We encourage feedback	We don't abuse authority
	We openly share our knowledge, skills and ideas	We are not inflexible
	We provide support and training to do the best job possible	We don't exclude or isolate people
	We enable people to make decisions	We don't fear speaking up
We innovate	We are curious and open minded	We don't always default to the status quo
	We encourage creativity and 'out of the box' thinking	We are not resistant to change
	We try new things and challenge ourselves	We don't shut suggestions or ideas down
	We foster a safe and accessible environment	We don't accept 'the old way' as 'the only way'
	We create space and time for learning and improvement	We don't take the easy way out
We are respectful	We are kind, thoughtful and show compassion and dignity	We don't dominate and talk over others
	We embrace diversity and put ourselves in the shoes of others	We don't bully, harass or abuse
	We use respectful communication and listen to understand	We don't make unfair judgements or assumptions
	We acknowledge each other and greet each other with a smile	We don't devalue others opinions
	We appreciate contributions and share credit where it is due	We don't talk behind each others backs or spread gossip
We work together	We are inclusive and foster a 'one team' approach	We don't say 'it's not my job'
	We value safety and look out for each other	We don't talk negatively about each other
	We proactively offer help or solutions	We don't work in silos
	We are inclusive of stakeholders in decision making	We don't ignore each other
	We think holistically	We don't refuse to help others when we can
We act with integrity	We are open and honest	We don't blame or undermine others
	We provide transparency in our decision making	We don't ignore the 'red flags' or unethical conduct
	We do what we say we will do	We don't hide mistakes
	We take responsibility and are accountable for our actions	We don't break commitments
	We declare or report potential conflicts or unethical behaviour	We don't deceive, take bribes or act corruptly