Service Desk Analyst

Gladstone Ports Corporation

Growth, prosperity, community.

POSITION DESCRIPTION

Service Desk Analyst

Position Number	**Various**
Position Status	**Full Time**
Position Supervisor	**Information Systems Workplace Services Lead (1934)**
Department	**Office of CFO**
Job Level of Work	**I**

Job Context

The Service Desk Analyst (SDA) position is an essential part of the Information Services (IS) team. The SDA role requires IS support skills across multiple technologies, in test, development and production IS systems.

The SDA will be responsible for providing a positive first contact experience to GPC IS team customers, and be accountable to delivering a fast, responsive resolution, in line with agreed delivery times.

SDA's are not only the first point of contact with customers; they are responsible for delivery of customer education. While not as highly specialised as some IT roles, the SDA is expected to mature and specialise in key areas as identified and agreed with the Workplace Services Lead, with the SDA becoming an escalation point for other SDA's within that area of specialisation.

Job Purpose Statement

The prime purpose of the SDA position is to provide IS service desk services, to all customers of the GPC IS team. This includes developing and maintaining specialisation in key area/s as determined with the Workplace Services Lead to provide an extended capability for supporting customers and internal team members.

Job Accountabilities

- To provide a high level first line response service to internal GPC clients by responding to incidents and requests for service; and by providing timely resolution to meet targets;
- To monitor calls received and identify trends, repetitive failures, inefficiencies, and areas for improvement and escalating these as necessary to the team lead for resolution. This includes becoming involved in regular call reviews with other departments to enable continuous improvement;
- To provide resolution advice in accordance with the principles, policies and procedures of GPC;
- To provide desk-side support and customer education across all GPC locations;
- Troubleshoot audio visual (AV) equipment (including video conferencing), liaise with AV vendors for repairs and respond to requests for assistance and training;
- To process purchase requests for Information Systems equipment correctly and in line with defined processes;
- To proactively inspect and review the IS and GPC workplace environment to identify areas for improvement, and provide recommendations accordingly;
- Keep customers informed of progress of requests, incidents, changes and problems at all times, and be actively involved in review of tickets and calls to look for improvement opportunities;
- Provision of support for telecommunication and computer systems including desks phones and mobile phones as well as tablets:
  - Providing first level support for Microsoft Office suite of products, SharePoint and other organisation wide applications.
  - Troubleshooting issues with telecommunication systems.

- Responding to requests for assistance and training.
- Liaising with vendors for supply and support of equipment.
- To provide second level support for specialisation areas as determined. Examples of specialisation areas include (and is not limited to):
  - Hardware procurement, build environment, application and operating system deployment
  - Cybersecurity and Information security
  - ERP platform support
  - Database and application support
  - User, group account management and role-based access
  - User training and education
  - Network, storage and server hardware management
- To provide second level support for specialisation areas by:
  - Being responsible for the specialisation area allocated, and an escalation point for customers and team members for issue resolution within that specialisation area
  - Ensuring all processes, procedures, standards and training material are up to date and managed consistently
  - Drive customer satisfaction by ensuring all tickets are appropriately addressed and resolved within required timeframes
- Developing work instructions, and knowledge base and training materials, and, be responsible for work instructions and procedures specific to the second level area/s of specialisation;
- Carrying out project work if/as required.
- Ensure 24x7x365 coverage for the IS team through participation in the on-call rosters.
- The Service Desk operates with 3 shifts between 06:00am and 8:30 PM on weekdays.
- There is also an after-hours on-call service that is shared amongst the team members.
- Support to other port locations including Port of Bundaberg, Port Alma and Brisbane may be required
- The delivery and installation of IT equipment to various areas and locations of the business.
- Other duties as directed and required, that the incumbent is suitably trained and qualified to perform.
- Comply with all the Health, Safety and Environment management system requirements;
- Comply with GPC's Code of Conduct and lead by example GPC's values and guiding principles:
- Growth, Prosperity, Community
  Our values represent the essence of our organisation. They are deeply held convictions, priorities, and underlying assumptions that influence our attitudes, behaviours and shared beliefs – why we are here, what we stand for and what we will strive for "together".
- Comply with GPC's policies, standards and procedures in the workplace.

Decision Making Authority

As in accordance with company policy/systems:
- Ability to access necessary information, obtain resources and use of facilities or equipment needed to carry out the work of this role.

Job Challenges & Impacts

- The main challenge for the Service Desk is to provide knowledgeable and timely support across a large number of different computer systems and applications.
- This role impacts GPC's ability to operate without interruption due to computer, network, telephone or application failures.
- As this role requires high level liaison with customers in time pressured situations, high levels of communication skills and maturity are essential for this role to manage difficult interactions.
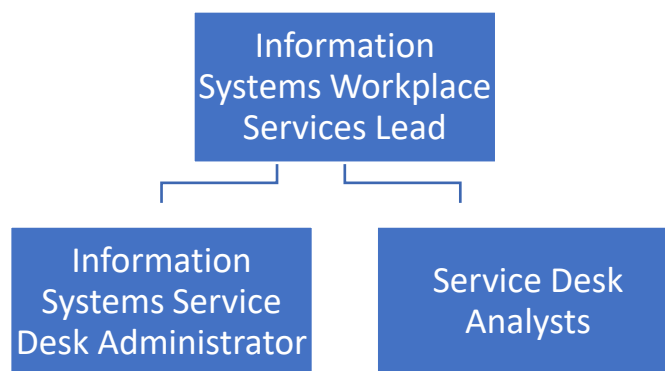
Key Relationships

Internal
- Business Users, IS Team members, IS Team Leads, IS Manager.
- Internal teamwork is essential to success in this role.

Level of Supervision

Direction is provided on the tasks to be undertaken with latitude to rearrange sequences and discriminate between established methods. Guidance on the approach to standard circumstances is provided in procedures, guidance on the approach to non-standard circumstances is provided by a supervisor. Checking is selective rather than constant.

At times, due to shift patterns, the SDA may be working unsupervised. This will require the SDA to problem solve and resolve issues effectively, or escalate as required to out of hours contacts. The SDA is not an "escalation service" to other team members; the SDA is expected to resolve issues at point of first contact wherever possible.

Organisation Chart

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              │     Information      │
              │ Systems Workplace   │
              │   Services Lead     │
              └─────────────────────┘
                 │              │
       ┌─────────────────┐  ┌──────────────┐
       │   Information    │  │ Service Desk │
       │ Systems Service  │  │   Analysts   │
       │ Desk Administrator│  │             │
       └─────────────────┘  └──────────────┘
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Formal Qualifications

- Bachelor level degree in an IT related field (highly desirable).
- ITIL Certification (v3 or later) (desirable).[1]
- Industry Technology Certification/s (desirable).[1]
- 'C' Class Drivers Licence
- MSIC Holder or ability to obtain

Where the ITIL or Industry Technology Certification has not been completed, it will be a requirement for the SDA to complete that training within the first year of employment.

Selection Criteria

Candidates, please provide detailed examples of how you exhibit the experience, knowledge, and skills required for the position when preparing responses to the selection criteria. Please refer to our Job Applicant Guide for instructions on how to respond to the selection criteria.

Competency	Description
1. Service Delivery	• Demonstrated experience in the provision of first line IT client service delivery support and resolution activities; • Demonstrated ability to manage conflicting work priorities and to meet strict deadlines within a team; • Self-motivated with strong organisational skills; • Provision of exceptional Customer Service; • Enthusiasm in learning new concepts and tasks, with a view of improving skills.
2. Information Technology	• Experience in desktop environments including Microsoft Windows 10. • Experience in Microsoft Azure and MS365 environments; • Experience with Microsoft Office products, particularly Outlook, Word, Excel, PowerPoint; • Proficient in the use of desktop and laptop computer systems and peripheral systems, e.g. data projectors, printers, audio video systems, mobile phone, desktop phone, wireless networks; • Experience with Active Directory, Asset Management, Microsoft Exchange and Microsoft Server products (desirable); • Experience with Network Services, e.g. wireless, wired, switches and routers (desirable); • Experience working with call management systems e.g. Remedy, HP OpenView, ServiceNow (desirable); • Helpdesk experience or customer support experience (desirable).
3. Safety	• Ability to proactively promote, influence and engage in a positive safety culture.
4. Communication	• Demonstrated interpersonal, verbal and written skills including the ability to liaise and create positive relationships inside and outside GPC.
5. Modelling GPC Values & Guiding Principles	• Our values of Growth, Prosperity and Community underpin our behaviours in pursuit of becoming the most respected Port in the nation. Willingness to understand, demonstrate and encourage the values and behaviours of GPC.