The George Institute for Global Health
for Global Health

Job Description	
JOB TITLE	IT Support Desk Analyst & Trainer
REPORTING RELATIONSHIP	Service Desk Team Leader
DIVISION	Global IT
CAREER STEP	Professional / Intermediate
EMPLOYMENT DURATION	Permanent
TYPE OF EMPLOYMENT	Full Time
DATE	July 2021

The George Institute for Global Health

We are a medical research institute affiliated with leading universities aiming to challenge the status quo in health care. With 700+ people around the world, and projects in over 40 countries, our Strategy 2025 is all about impact – specifically, the impact of The George Institute's activities on the health of millions of people, particularly those living in disadvantaged circumstances around the world.

Our strategy focuses on three key research priorities:

- Better Treatments: finding better treatments for the world's biggest health problems
- Better Care: transforming primary health care to support better health for more people
- Healthier Societies: harnessing the power of communities, governments and markets to improve health

Our innovative commercial enterprises help maximise our impact.

Here is a sample of the things we are doing to achieve our goal of having the greatest possible impact on global health:

- We are identifying better and safer treatments for our biggest killers like stroke, heart disease and high blood pressure
- In many countries, our award winning FoodSwitch smartphone app is helping people make healthy food choices when shopping
- In China, we ran a successful education and awareness program to reduce the amount of salt eaten by people by 25% each day
- In rural India, we have shown that mobile technology can help diagnose mental health, as well as help treat cardiovascular disease, and we're looking at similar approaches to treating chronic diseases in Indonesia and China
- Together with Aboriginal communities in NSW, Australia, we developed an innovative community led program to assist young Aboriginal drivers attain their license, now implemented in a dozen of locations
- We are developing an affordable dialysis machine, with potential to save millions of lives each year and transform the way kidney disease is treated globally.

Context of the Role

Effective use of information technology is key to the Institute's success and the productivity of staff. To support this, Global IT provides a Service Desk to deliver a range of critical IT services. The Service Desk is based in Sydney and supplemented by staff in other countries to provide broader time zone coverage.

The Role

IT Support Desk Analyst & Trainer is responsible for providing 1st and 2nd level IT support and administration to Institute staff, both local and remote.

Reporting Relationships

- Reports to the Service Desk Team Leader, who is based in Sydney
- Global IT team
- Works with all IT users, across all levels of the organization, including senior leadership and department heads.

Duties and Key Responsibilities

- Provide 1st and 2nd level IT support to staff, in alignment with all IT policies, standard operating procesures, work instructions and ITIL principles
- Monitor assigned Service Desk ticket queues, take timely action to address requests and escalate where required to maintain adherence to SLAs
- Own the customer relationship for assigned tickets, ensuring timely, clear, professional communications and high levels of customer satisfaction
- Maintain clear and accurate ticket notes, asset records and other documentation
- Other accountabilities as agreed with Manager.

As a Team Member:

- Participate in special projects to improve processes, tools, systems and organisation
- Take responsibility for personal learning and development and for setting achievable and meaningful work objectives and managing personal targets, meeting obligations of The Institute's Performance Management and Development Policy
- Demonstrate commitment to The Institute's organisational values, including performing to an exceptionally high ethical standard and focus on integrity, collaboration and teamwork in all efforts.

Work, Health and Safety

- Comply with Work Health and Safety legislation and operate in accordance with established Occupational Health and Safety practice and procedures at the Institute
- Promote and contribute to a safe, secure environment for staff and visitors.

Skills, Knowledge and Experience

Essential

- 3 or more years experience in the Information Technology Industry
- Experience in Windows desktop administration, including Windows 10 and Microsoft Office
- Good PC and laptop hardware skills, basic networking skills and knowledge
- Excellent written and verbal communication skills. Ability to communicate with staff at all levels of the organisation
- Excellent customer service and support skills
- Excellent training, communication and documentation skills and experience
- Excellent organisation, time management, attention to detail and problem solving skills
- Adaptability and flexibility to handle ambiguous conditions and changing priorities.

Desirable

- A tertiary qualification in Computer Sciences or a related field
- Experience supporting audio visual technologies for events and collaboration facilities
- ITIL and/or Microsoft Certification