POSITION DESCRIPTION

Position Title:	Applications and Service Desk Support		
Department / Location:	Information Services		
Date Written:	7/09/2017	Prepared By:	Sreenivas Chary
Current Incumbent:	Vacant	Direct Report Manager:	Infrastructure Manager
Date to be Reviewed:	30/06/2018	Employment Status:	Full Time

1. Overall Purpose of the Role

- Contribute to a high performing, customer focussed Service Desk team.
- Provide system and application support to assist the Infrastructure and ICS support teams.
- Demonstrates commitment to RV Employee Values which include Health Safety & Wellbeing, Ethical Behaviour, Efficiency Participation and Service of Customers.

2. Key Responsibilities / Accountabilities

- Perform Service Desk duties as required, log calls into the service desk ticketing system and resolve level 1 incidents.

- Administration and request prioritisation of the Service Desk ticketing system.

- Provide 1st and 2nd level support for systems, application configuration, upgrades and maintenance, problem analysis and resolution for application issues.
- Act as the primary point of contact for applications within the Service Desk team
- Own application service requests, alerts, incidents and problems.
- Perform after hours weekend support duties as part of a rotating roster within the Infrastructure team.
- Liaise with internal support staff and external contractors to provide application and systems support that enables them to complete their work efficiently.
- Deliver training and provide relevant training material and documentation.
- Manage interfaces, defined operational system processes and data extracts.
- Write, run reports, interfaces and routines to support BAU operations
- Completion of application and system engineer tasks as part of mentoring program to upgrade skills
- Other role related tasks as directed by Infrastructure Manager and DevOps Engineer.
- Ensure timely resolution of user raised Infrastructure related work requests in accordance with Service Level Agreements.
- Contribute to the internal knowledge base through knowledge sharing and documenting technical issues that have not previously been encountered.

3. Knowledge Skills Required

- Working knowledge of Microsoft Desktop and Server Operating Systems.
- Demonstrated experience in coding Java, HTML, JavaScript and CSS
- Experience in a service desk/ desktop support role environment
- Ability to understand and apply methodologies, techniques, and technical skills to the support process
- Experience in managing, upgrading and supporting business applications and testing processes.
- Customer-focussed with an ability to drive positive business outcomes
- Demonstrated interpersonal skills which facilitate effective interaction with a broad range of stakeholders
- Well-developed clear and concise written and oral communication skills
- Sound organisation skills and the ability to prioritise according to demands
- Successful completion of appropriate tertiary qualification.
- Relevant Industry certification is desirable.

Other

- Victorian Drivers License (preferred)
- Availability to work as a part of a rotating support roster (approximately one weekend per month)

4. Working Relationships

Internal – Most frequent Contacts:	Nature / Purpose of Contact:
Infrastructure Manager	Reporting/ Receive Direction
Systems and Network Engineers	Direction and prioritisation
DevOps Engineer and ICS Team	Application support and development
Database Administrator	Issues related to Database
SPO	Work requests, Project tasks & Change management
RVL Staff	Customer Service/ Liaison/Consultation
External – Most frequent Contacts:	Nature / Purpose of Contact:
Racing Clubs, SLA Customers and Racing Industry Employees	Support and maintenance of application and infrastructure environment