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| **POSITION DESCRIPTION** |
| **Position Title:** | Analyst, Service Desk |
| **Service/Facility/Department:**  | Information & Communication Technology |
| **Direct Reports:**  | Nil |
| **Key Relationships:**  | **Internal:** All service points and ICT users, ICT team members |
| **External:** Vendors and suppliers |

**Position Statement / Overall Purpose**

The overall purpose of the Analyst, Service Deskis to provide first level help-desk IT support to all organisational business units, and act as the first point of call for user issues. The role is also responsible for logging, documenting, and tracking IT issues, and complying with organisational policies and procedures.

The Analyst, Service Desk will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Qualifications in Information Technology or similar (desirable)

**Key Selection Criteria**

* Experience in assisting end users with various ICT issues, preferably within a large organisation
* Ability to communicate both technical and non-technical information at all levels
* Excellent interpersonal skills, including problem resolution, negotiation and influencing
* Enthusiastic and energetic attitude with the ability to work calmly under pressure and effectively manage a high workload
* Excellent time management and prioritisation skills

**Key Accountabilities and Responsibilities**

1. **Accountability: Technical support**

***Provide technical support and advice; respond to queries as logged through the Helpdesk***

**Responsibilities:**

* Provide 1st level IT Support and act as first point of call for user issues
* Provide onsite and remote assistance in resolving helpdesk calls, and escalate critical and unresolved issues when required
* Respond to all issues in a timely, professional, and courteous manner and prioritise issues depending on criticality and nature
* Document, log, and monitor support desk issues and follow-up activities. Provide updates as to the status of calls.
* Actively participate in problem resolution, clean-up tasks, and action reviews
* Develop methods, procedures, and documentation of operational practices
* Install software & utilities on client devices and servers. Provide hardware and peripheral installation as required
1. **Accountability: Compliance**

***Monitor system requirements and recommend solutions to ensure compliance***

**Responsibilities:**

* Respond to health-check and system monitoring events, and escalate issues as appropriate
* Monitor system operations and performance, analyse and report on trouble trends and develop improvements where issues arise
* Process User Request Forms as per procedures and guidelines
* Control the security of the information systems to minimise risk
* Become familiar with ICT environment, policies, and processes and comply with requirements
* Participate in ad-hoc ICT activities and projects
1. **Accountability: Quality improvement, teamwork and development**

***Continuously improve skills to increase efficiencies and be a positive member of the team***

**Responsibilities:**

* Achieve and maintain excellent interpersonal relations with internal and external stakeholders, support team objectives and a solution-focused approach
* Maintain current knowledge of available information technologies and participate in training activities to increase knowledge and skill, including mentoring opportunities
* Assist to develop a personal education plan to address skill set shortage and areas of improvement and development
* Participate in performance appraisals.
* Work within and promote the organisation’s workplace health and safety policies, procedures and guidelines.
1. **Other Duties and Requirements**
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
* Act in accordance with Anglicare’s Code of Conduct and organisational policies and procedures
* Ensure that credentials & qualifications set out in this Position Description are current at all times
* Undertake those tasks outlined on a duties list, or any other tasks delegated by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy