



## Service Desk Operator

### Information Management & Technology

Position Detail			
<b>Reports To</b>	Service Desk Manager	<b>Group</b>	IM&DS Support Services - Service Integration and Planning - Information Management & Data Services
<b>Budget Accountability</b>	N/A	<b>Location</b>	Canberra, Melbourne
<b>Delegations – Administrative Financial</b>	N/A	<b>Reports – Direct Total</b>	0

#### Organizational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 90 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic control towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

#### Primary Purpose of Position

As a Service Desk Operator you will:

Act as a first contact of point to provide a high level of customer service and ensure a positive experience and reputation is built with our customer base. Provide 24x7 first and second level IT support to customer(s) and other resolver groups (including TOC, NOC, ATC, ARFF, external organisations and maintenance staff) ensuring Faults, Service Requests, Incidents and Problems are managed to the agreed service levels and processes. Work as part of a team to deliver high quality services to the business, the Service Integration and Planning branch, IM&DS and improve services and reduce impact on the business.

#### Accountabilities and Responsibilities

Service Desk Operator

- Demonstrate a strong customer focus in order to maintain and enhance customer satisfaction and acts as single point of contact on a 24x7 roster
- Log all calls, emails and contact with the Service Desk in the ITSM Tool within agreed SLA timeframes
- Resolve Enquiries/Incidents/Requests on the first contact where possible, with a focus on minimizing impact and urgency of Incidents, Service Requests and Problems
- Follow agreed procedures and correctly categorize and provide a high level of detail on all Incidents, Service Requests and Problems
- Gather relevant information to enable Incident resolution and promptly assign the Incidents to the correct Resolver group(s)

- Troubleshoot and diagnose the issues/faults and identify whether it is something that can be resolved at point of call or whether the Incident needs to be referred to a specialist area within IM&DS for further analysis and resolution
- Timely and accurate data entry into the maintenance management system(s)
- Maintain records, inform users about the process and advise relevant persons of actions taken
- Actively contribute to Knowledge Management within the Service Desk Knowledge Management databases in accordance with procedures and guides, and their associated solutions and procedures.
- Follow up with customers as originally agreed and track outstanding cases
- Contribute to the ongoing continuous improvement of the Service Desk procedures and processes
- Be available for coverage of Service Desk shifts as rostered
- Service delivery that promotes the safety of the air traffic control system

#### People

- Provide a high level of customer service to the business in line with the Airservices values
- Manage your own KPIs in a way that earns the teams' trust, including consistent modelling of desired behavior
- Maintain an effective working relationship with IM&DS personnel to ensure that there is effective coordination of all Faults, Service Requests, Incidents and Problems in support of organizational objectives

#### Compliance, Systems and Reporting

- Ensure Service Desk and IM&DS procedures and knowledge articles are followed
- Escalation to senior management where there are concerns with response times or the feedback in relation to Incidents or Problems
- Meet agreed Service Levels and KPIs
- Contribute to the Knowledge Management process to ensure accuracy of support information

#### Safety

- Direct the safe provision of IM&DS deliverables through safe asset management and use practices and safe people processes
- Discharge safety accountabilities as per Airservices' Safety Accountabilities and Responsibilities
- Ensure out of hours support staff are contacted for Incidents and Problems as per the 24x7 on-call roster

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Provide positive customer service experiences
- Focus on resolving the customer's immediate issue(s) through the IM&DS Incident Management process
- Escalation of Problems or major Incidents
- Log all calls, emails and contact with the Service Desk in the ITSM Tool within agreed SLA timeframes
- Use of existing knowledge base material
- Be across all IM&DS internal communications, communications to the business and upcoming downtimes

#### Commercial

- Work effectively with external vendors/partners
- Escalate where there are delays to internal supervisors

#### People

- Provision of Customer Service, build positive relationships
- VIP Service
- Engagement

#### Safety

- Compliance with regulatory standards, internal procedures and knowledge base guides
- Compliance with safety, risk, WH&S, environmental and any other standards

## Key Relationships

As a Service Desk Operator:

- Service Desk Manager – direct supervisor and reporting line
- Shift Leaders – escalation point for assistance with Incidents, Problems and Service Requests, roster issues
- Senior Training Coordinator – escalation point for where training may be required, call quality assessment and reporting
- Senior Service Desk Operator – assistance with access management related activities and guidance
- IM&DS Managers, Team Leaders and technical staff – provide information and reports relating to team accountabilities
- CIO – Stakeholder in the output of service delivered
- Reporting and Documentation Coordinator, Communications Coordinator and Capacity and Configuration Coordinator, Change Lead, Major Incident Lead, Problem Lead and the ITSM toolset and Knowledge Coordinator role as heavily engaged to ensure information relating to these areas is reported, communicated and captured as knowledge
- IT strategic partners, contractors and vendors – communication and engagement in relation to escalation of incidents, problems and service requests

## Skills and Competencies

- Extensive experience in IT Help Desk/Service Desk environments
- A demonstrated ability to interpret data and work with limited technical guidance on moderately complex tasks
- The ability to understand issues that may have a high corporate impact and require escalation to management
- Good level of understanding of IT environments including the use of ITSM tools
- Demonstrated and strong experience in following procedures
- Highly developed interpersonal, representation and communication skills, including a proven ability to develop, influence and maintain working relationships at senior levels.
- Strong customer service experience
- ITIL Foundation Certification (preferred)
- ServiceNow experience (preferred)

## Performance Standards and Behaviors

As a member of Airservices, you will consistently demonstrate performance standards and behaviors that meet the Airservices Code of Conduct, as well as lead, coach and develop others in relation to the same.

This includes:

- Treating everyone with dignity, respect and courtesy
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian law