



# POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	SERVICE OPERATIONS ANALYST
Position no:	30005551
Team:	[Product & Content Technology]
Department:	Service & Operations
Location:	Ultimo
Reports to:	MANAGER, SERVICE OPERATIONS 50056717
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[Non-Rostered]
Band/level:	[Band 7]
HR Endorsement:	14/06/2022

## Purpose

Deliver outstanding operational activities relating to various service management practices along with relevant reporting activities and platform (ServiceNow) based activities engaging various teams across the ABC, as well as developing and implementing new service management practices in line with ABC strategy and Product & Content Technology's objectives.

## Key Accountabilities

- Under broad direction from Manager, Service Operations, carry out particularly complex and/or highly specialised technical work relating to various service management practices, including but not limited to:
  - Incident Management – Management of major incidents including and related activities such as rostered on-call duties along with incident escalation management and aged ticket management. This involves compiling and publishing required reports and management of service levels and related improvement initiatives.
  - Change Management – Planning, approving and facilitating CAB (Change Advisory Meetings) along with preparing and reporting technical changes and management of related improvement activities.

- Problem Management – Conducting significant incident trend analysis, problem identification and reporting, and managing problem resolution approach along with management of related improvement activities.
- Service Catalogue Administration – Taking principal responsibility for the tracking and documentation of changes to services and maintaining and updating service descriptions.
- Request Fulfillment – Conducting significant trend analysis and identifying opportunities around automation and increased self-service to improve productivity along with coordination around implementation and enhancement of various request fulfillment workflows in ServiceNow platform.
- Engage various support teams to proactively identify opportunities for continuous improvement of the existing various service management practices and related platforms.
- Develop and maintain objectives and statistical reports across various service management practices, as required.
- Develop and implement various new service management practices along with related platforms and documentation, under broad direction of the direction of the Manager, Service Operations.
- Provide expert/specialist advice, guidance and training to staff on existing service management processes and supporting platforms.
- Lead, plan and deliver particularly complex service management projects as required.
- Undertake strategic analysis and develop or assist with the development of policy recommendations on significant and highly complex technical matters.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

## Key Capabilities/Qualifications/Experience

1. Tertiary qualifications in a computing related field or equivalent significant skills, knowledge and industry experience. ITIL Foundations certificate is preferred.
2. Demonstrated significant experience implementing ITSM processes with an excellent understanding of ITIL service support processes.
3. Outstanding interpersonal and stakeholder management skills with the ability maintain excellent customer focus and analyse client needs and provide high level strategic advice in relation to their needs.
4. Demonstrated outstanding written and communication skills with the ability to write high level recommendation reports.
5. Significant experience supporting information technology systems in a large, complex technical environment.
6. Outstanding analytical and problem solving skills, with the ability to identify, analyse, diagnose and resolve particularly complex technical issues.
7. Significant experience maintaining databases and preparing reports using Performance Analytics (ServiceNow) or Power BI or similar products.
8. Outstanding strategic thinking skills with the ability to continually make improvements to Service Management practices and related platforms.

9. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
10. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
11. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.



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