Position Description

Title: Senior Service Desk Analyst
HEW Level: HEW 6

Faculty/Office: Information Technology
Position number: 

Department/team: Client Services
Date: May 2016

Position purpose: To deliver quality, timely, technical and client focused first level IT support services and act as an escalation point, leading by example to achieve agreed Service Level and Key Performance Indicators

**ORGANISATIONAL CONTEXT**

Macquarie University’s central IT Department delivers a range of core services covering wired and wireless networks, infrastructure, applications, telecommunications, design and procurement of systems, project management and business analysis services, strategic IT security, and a growing number of support and advice services (such as information and data management).

IT’s present activities support the research, teaching, learning and administrative functions of the university. Increasingly, IT is striving to better align the support service to Macquarie’s Strategic Plan “A Framing of Futures” in its enhancement of the student and staff experience, facilitation of research and teaching collaborative activities, increased throughput of our research data and its security, increased efficiency and effectiveness of IT working practices, release of IT staff capacity to better support research and teaching developments, and the reduction of organisational risks.

The IT Client Services group comprises the Service Desk and Desktop Support teams as well as the IT Vendor Management and Software Licensing functions delivering client facing IT services to University Students and Staff.

The Senior Service Desk Analyst, within the Service Desk team provides phone, email and face to face IT services to clients
### KEY ACCOUNTABILITIES

- Coach and mentor Service Desk Analysts, acting as an escalation point for any issues.
- Provide specialist support in the administration of the systems, services and processes that are the responsibility of the Service Desk, coaching junior staff in the administration of these core systems. Be a subject matter expert for at least one of these systems.
- Respond to incoming Incident and Service Requests from end users and document in the ITSM system all pertinent end user information in accordance with standards.
- Using technical knowledge, analyse Incidents and Service Requests to identify and document required actions. Immediately resolve where possible, or identify and document likely cause, classify, prioritise, and escalate in accordance with procedure.
- Manage tickets in the ITSM system to ensure they are processed in accordance with service levels, priorities and procedures. Work with Level 2 and 3 teams to ensure end users are kept informed of progress.
- Build rapport with clients to develop a knowledge of and empathy with their business, business cycles, critical periods and key requirements. Develop and maintain a good knowledge of the systems, services and procedures within IT and a good general knowledge of the structure and functions of the University.
- Close calls after they have been resolved to the satisfaction of the end user. Undertake post resolution follow-up of requests to ensure customer satisfaction.
- Assist the Service Desk Manager in identifying and developing strategies to manage common Incidents and Service Requests and, or escalate as a Problem ticket and work with the Problem Manager to implement a solution.
- Administer the knowledge base and draft documentation and FAQs for tech staff and clients.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s HEW level.

### POSITION SCOPE

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Service Desk Team Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: nil</td>
</tr>
<tr>
<td>Indirect: nil</td>
<td></td>
</tr>
<tr>
<td>Key Direct Clients:</td>
<td>Heads of Office, Heads of Dept, Senior Managers</td>
</tr>
<tr>
<td></td>
<td>Particular staff members in other offices or departments</td>
</tr>
<tr>
<td></td>
<td>Other staff members in own office or department</td>
</tr>
<tr>
<td></td>
<td>Immediate team members</td>
</tr>
<tr>
<td></td>
<td>MQ staff in general</td>
</tr>
<tr>
<td></td>
<td>MQ students</td>
</tr>
<tr>
<td></td>
<td>Other external contacts</td>
</tr>
<tr>
<td>Other Key Relationships:</td>
<td></td>
</tr>
<tr>
<td>Budget Accountability:</td>
<td>N/A</td>
</tr>
<tr>
<td>Role-specific Conditions:</td>
<td>Shift Work</td>
</tr>
<tr>
<td></td>
<td>Police Check</td>
</tr>
<tr>
<td></td>
<td>Uniform (to be provided)</td>
</tr>
<tr>
<td>Scope and Autonomy:</td>
<td>Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed.</td>
</tr>
<tr>
<td>Problem Solving:</td>
<td>Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques.</td>
</tr>
</tbody>
</table>
### CAPABILITY FRAMEWORK

Capability frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

**COMPETENCIES:** Clusters of behaviours required for successful performance.

- Planning and Execution: Managing time and resources to complete tasks and achieve objectives.
- Quality Focus: Ensuring accuracy and quality when completing tasks.
- Communication: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.
- Service Focus: Making students, staff, alumni and other key contacts and their needs a priority.
- Relationship Management: Establishing effective working relationships with others.
- Teamwork: Working in collaboration with others to achieve shared goals.

**ATTRIBUTES:** Personal qualities related to successful performance.

- Perseverance: Persevering despite obstacles to ensure tasks are completed.
- Flexibility: Responding effectively to unexpected or changing circumstances.
- Reliability: Meeting commitments and responsibilities.
- Interpersonal Impact: Making a positive impression on others in a range of interpersonal contexts.
- Resilience: Dealing effectively with and recovering quickly from setbacks or pressure.
- Accountability: Assuming responsibility for making decisions and delivering agreed outcomes.
- Integrity: Maintaining confidentiality, discretion and professionalism.
### REQUIRED KNOWLEDGE:
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Skilled in supporting Mac OS, Microsoft Windows, Office, Active Directory and Cloud Services.
- ITIL v3 certification with experience implementing ITIL processes.
- An understanding of network architecture.
- Detailed knowledge of core university systems

### KEY EXPERIENCE:
Practical experiences and exposure to specific environment or activities related to successful performance.

- Enterprise level technical support and customer oriented service experience
- Experience supporting SOE/MOE’s, application and patch management
- Experience managing Group Policy, Scripts, file permissions, policies and security policies
- Network troubleshooting experience
- Experience supporting Backup and DR programs
- Experience troubleshooting printers and print servers
- Experience coaching and mentoring staff
- Excellent verbal and written communication skills.

### ACQUIRED KNOWLEDGE:
Organisational and/or professional skills and information to be developed within the first 3 to 6 months for successful performance.

- Knowledge of the Information Technology functions and structure.
- Knowledge of the Information Technology policies, systems, processes and procedures.
- Knowledge of what other areas of the University do and how they interact with Information Technology.