

POSITION DESCRIPTION – TEAM MEMBER

Position Title	IT Service Desk Analyst	Department	Information Technology
Location	Melbourne	Direct/Indirect Reports	Nil
Reports to	IT Service Desk Team Leader	Date Revised	3 Mar 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

Reporting to the IT Service Desk Team Leader, this role provides the first level of support to Red Cross people; this includes direct telephone support as well as requests logged via web and email services.

As the face of IT you will be the first point of contact of the Red Cross's IT Services team; ensuring all customer requests for service, including incidents and requests, are recorded, resolved, and managed in accordance with agreed SLA's to minimize service disruptions to the business. You must ensure that interactions are a positive experience for the customer, increasing future successful interactions.

Service Desk Analysts require exceptional customer service and telephone communication skills ideally with a background in IT support. The business impact and urgency of the customer's issue are critical factors for setting priority of incidents and service requests. This must be done quickly and efficiently resulting in an accurate solution, minimal frustration and a strengthened relationship with the customer.

This position will be subject to standard metrics, KPIs and CSFs for an IT Service Desk.

■ Position Responsibilities

Key Responsibilities

- Update and maintain the service desk system to allow the accurate recording of reported requests and incidents, and resolution activities
- Processing customer requests as per standard operating procedures
- Troubleshooting incidents at the initial point of contact, and escalating incidents that require additional technical or hierarchal support
- Communicate to customers the progress of requests and incidents from receipt to closure
- Advise customers about service desk operational and support facilities and processes
- Assist in the configuration and maintenance of the organization's standard computing devices
- Creation and maintenance of IT support and customer FAQs, user guides and Knowledge Base articles
- Support of other Service Desk colleagues

■ Position Selection Criteria

Technical Competencies

- Highly developed communication and interpersonal skills; including liaising with people from a wide range of backgrounds
- Proven ability to communicate in regard to technical issues with non-technical people
- An attention to detail is essential; as are organisational and time management skills
- Minimum 1 year experience working in a Service Desk or Call Centre environment is desirable
- hands-on experience troubleshooting IT support issues in a Microsoft Windows environment
- Experience with Microsoft OS / Office applications, Microsoft Active Directory, and networking basics
- Ability to work within a 8am to 8pm shift (7am to 7pm during Daylight Savings), including local public holidays.

Qualifications/Licenses

- Relevant tertiary or technical qualifications covering general IT usage and support is highly desirable
- ITIL Certification is desirable

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters