

## Role Name: Service Desk Analyst (Tier 1)

### Role data

<b>Position no.</b>	TBC	<b>Work Area Profile</b>	IT Service Management & Operations
<b>Work Level Classification</b>	CL02	<b>Directorate</b>	Technology
<b>Reports to (role)</b>	Service Desk Team Lead	<b>Location</b>	Various
<b>No. direct reports</b>	0	<b>No. of indirect reports</b>	0
<b>Version date</b>	November 2024	<b>Tenure</b>	Permanent

### The Organisation

The Australian Health Practitioner Regulation Agency (Ahpra) is the national agency responsible for administering the National Registration and Accreditation Scheme (National Scheme) in partnership with 15 National Boards for the regulated health professions.

Ahpra's overall purpose is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community.

With offices in each State / Territory, Ahpra represents National Scheme interests with key community, professional, employer and government stakeholders with local operations governed by the Health Practitioner Regulation National Law Act as in force in each State / Territory.

### Role purpose

The Service Desk Analyst (Tier 1) is an active, operational member of service desk team, providing a point of contact for IT service management, the continual monitoring of live systems, the processing of incident tickets related to service disruptions, and the actioning of access and service requests. The Service Desk Analyst (Tier 1) is the first point of contact with a first line of contact with internal customers, including Ahpra employees, contractors, vendors, and Board and Committee members. The role is responsible for receipt and resolution (where appropriate) and triaging of requests to team members and subject matter specialists.

Note: This role is an entry level administrative and operational role suitable for people seeking to develop in a support desk environment. The role works under the direction and supervision of the Service Desk Team Lead.

### Key Accountabilities

- Log all customer contacts as tickets into the IT Service Management tool (Cherwell) to ensure that all issues and requests are captured, categorised, and prioritised.
- In accordance with established procedures respond to basic issues or requests as the first point of contact, and when not possible, follow best-practice to escalate the ticket to the next level of support.
- Work to provide timely first-time resolution of customer and user service requests, collaborating with team on higher level requests.
- Provide a professional high level of customer service to all Ahpra employees, Executive and Board members, as appropriate.
- Proactively and regularly inform customers on the progress of their service request and ensure requests are completed in line with service level agreements or escalate accordingly.

- Be active member in Major Incident responses if required.
- Contribute to the development, review and continuous improvement of the service desk operations by seeking opportunities to improve processes across the role scope and system/services
- Continuously comply to and demonstrate behaviours in alignment with Ahpra's values, code of conduct and relevant policies and procedures
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning to:
  - Take reasonable care for own and others' health, safety and wellbeing
  - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

### Capabilities for the role

The AHPRA [Capability Framework](#) applies to all AHPRA employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Intermediate
Displays leadership	Foundation
Generates and delivers the strategic vision	Elementary
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Elementary
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Intermediate
Uses information and technology systems	Foundation
Displays personal drive and integrity	Intermediate

<b>Qualifications/Experience</b>	<b>Required</b>
<b>Qualifications</b>	Minimum Year 10 education level, or vocational training in an IT related field, or equivalent experience.
<b>Experience</b>	<p>Exposure or experience in a remotely delivered customer service role (e.g., Contact Centre).</p> <p>Exposure to service management tools, such as Cherwell.</p> <p>Ability to work under pressure in a fast faced environment.</p> <p>Good communication, interpersonal and documentation skills.</p> <p>A demonstrated team player.</p> <p>Ability to liaise with and provide customer service to a diverse range of customers.</p>

### Key relationships

<b>Internal Relationships</b>	<b>External Relationships</b>
Technology Senior Leaders	Vendors and Suppliers
Ahpra employees	
Board and Committee members	