

IT Service Desk Team Lead

Role data

Position no.	TBC	Work Area Profile	IT Service Management & Operations
Work Level Classification	CL06	Directorate	Technology
Reports to (role)	Manager – IT Service Management & Partnerships	Location	Various
No. direct reports	8-10	No. of indirect reports	0
Version date	September 2024	Tenure	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 IT Service Desk Team Lead works closely with the Manager – IT Service Management & Partnerships to plan, direct and coordinate operations of the Service Desk team, ensuring the provision of a single point of contact for the management and resolution of incidents, the continual monitoring of live systems, the processing of all service tickets related to incidents and service requests, including the actioning of access requests and resolution of defects.

Key Accountabilities

- Manage the daily operations of the IT Service Desk team, including overseeing the resolution of incidents and service requests, ensuring the team provides accurate, efficient, and customer-focused solutions.
- Manage and maintain configuration management database (CMDB) to ensure consolidation of all assets across the organisation
- Act as a point of escalation for any IT related issues and provide expert guidance to troubleshoot and resolve them efficiently. Ability to handle difficult interactions with customers in cases where requests have not met SLAs or requirements.
- Provide a single channel for authorised users to request and receive standard services for which a pre-defined approval and qualification process exists
- Ensure that incidents are addressed to agreed service levels through prioritisation, incident recording, recognition, isolation, resolution and follow up. Ensure reporting is provided to Manager – IT Service Management & Partnerships on regular basis.

- Develop the maturing and professionalism of IT Service Desk capabilities, including workforce management.
- Develop a culture of continuous improvement by seeking opportunities to review and improve processes across the role scope and system/services
- Develop and maintain a knowledge base utilizing Ahpra’s software tool, and also ensure that How To’s are kept up to date.
- Verify that for each service commitment, there is a defined and agreed-on set of criteria which will be used to assess the readiness for go/no-go with the new or enhanced service.
- Assist Manager – IT Service Management & Partnerships to provide acceptance of go/no-go decision for any new service introduction where IT Service Desk support requirements and processes are impacted.
- Develop and maintain formal procedures for Service Request Management and Access Management for consistency and increased productivity
- Analyse IT Service Desk performance through statistical and reporting methods and ensure customer satisfaction.
- Use performance analysis measures to provide recommendations for continuous improvement opportunities.
- Contribute to business continuity and disaster recovery activities as part of incident response teams.
- Provide SME inputs related to Service Desk activities and processes across relevant initiatives.
- Ability to interact with external vendors (such as Service Delivery Managers or Customer Success Managers) to support resolution of incidents or service requests where relevant.
- People Management: Achieving organisational goals by effectively managing the team’s and team members’ workplace performance meaning to:
 - Enhance and encourage team members’ potential through development and coaching activities
 - Take actions to close identified performance gaps in a timely and effective manner
 - Comply with Ahpra performance objectives setting, review and development processes
 - Motivate team member’s behaviour by providing clear direction and recognition of achievements as well as personally modelling Ahpra standards of behaviour
- 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	Advanced

Displays leadership	Intermediate
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Intermediate
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Advanced
Displays personal drive and integrity	Advanced

Qualifications/Experience	Required
Qualifications	ITIL 3 or 4 practitioner level certification.
Experience	<p>Strong experience in Incident Management, Access Management, Service Request Management and general Service Desk management processes, procedures and policies.</p> <p>Strong understanding of IT Service Management tools such as Cherwell, ServiceNow, etc.</p> <p>Strong experience in IT service delivery and operations experience.</p> <p>Strong IT technical expertise and a good understanding of underlying business processes and systems.</p> <p>Strong customer service skills with ability to handle difficult interactions.</p> <p>Good senior management experience with proven leadership and management skills.</p> <p>Good business knowledge and ability to understand vendor strategies and product roadmaps.</p> <p>Ability to work under pressure.</p> <p>Good communication, presentation and documentation skills.</p> <p>Ability to liaise with various stakeholders at different levels.</p>

Key relationships

Internal Relationships	External Relationships
CTO	Vendors and Suppliers
Technology Senior Leaders	Industry bodies
Ahpra Senior Leaders (National Directors)	
Ahpra employees	
Board and Committee members	