POSITION DESCRIPTION

Analyst

Position Level
Finance and Operations
Level 6
ADMIN ONLY

Position Summary
The Analyst will provide a Point of Contact for all UNSW staff for IT services within their team's specified domain.

The role encompasses providing second and third level support, problem solving, resolution and call management in accordance with the UNSW IT policies and procedures.

The Analyst will assist with incidents/requests received, with more complex issues escalated as required. The role represents UNSW IT and as such must operate in a professional manner whilst applying best practice in all work undertaken, keeping the customer at the forefront. The incumbent will be required to support the IT Service Management framework and to maintain exceptional customer service.

This role will report into the Team Leader.

Accountabilities
Specific accountabilities for this role include:

- Provide second and third level support for IT support related incidents and requests within their team's specified domain.

- Log, triage and respond to and resolve tickets in a professional and timely manner with an emphasis on high quality customer service and first call resolution.

- Provide updates and identify solutions, work-arounds and known errors.

- Monitor and action incoming incident/requests and assist with queue management activity across their team's IT Service Centre queues in accordance with SLA, and policies and procedures to ensure Customer Satisfaction is achieved.

- Assist users in troubleshooting system problems following best practices. In complex cases, escalating to the appropriate resolver group.
• Accurately record all customer incidents/requests in the IT Service Management tool.
• Provide a point of contact for all customers through a variety of channels including but not limited to, telephone and email.
• Excellent verbal and written communication skills in providing technical instructions, advising and consulting over all communication channels.
• Develop relationships with the customer base through operational excellence to ensure customer satisfaction levels are maximised.
• Develop and revise training materials including guides, knowledge base articles, quick reference sheets and support scripts for their team’s specified domain.
• Participate in training, as well as support and advise team members.
• Provide specialised assistance to support customers. Responsible for taking control of and resolving incidents/requests and escalated customer incidents/requests.
• Identify improvement opportunities or performance issues that impact customer service and achievement of SLAs.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience
• Diploma or higher in a relevant area of study and minimum of 12 months’ experience working within an IT Service Desk, preferably in a large organisation.
• ITIL Foundations certification desirable.
• Demonstrated capacity and willingness to work as a member of a proactive team dedicated to the delivery of high quality services to its customers.
• Ability to communicate (both verbal and written) at all levels in a polite and professional manner; including the ability to explain technical concepts to non-technical staff in easily understood terms.
• Ability to prioritise and manage competing deadlines and workloads in a high-volume environment.
• Demonstrated problem solving skills and ability in handling difficult customer interactions over the phone while maintaining high level of customer satisfaction.
• Demonstrated experience with high level troubleshooting with applications.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.