# IT Support Analyst
Position Description

## The Business Unit

The IT team is responsible for enabling Arts Centre Melbourne through Services and Technology.  It collaborates with all other business units including external presenters and customers to deliver assistance and advice in a flexible, transparent and innovative manner.

The IT Services team consists of three distinct areas; Plan, Build and Run. The Plan team provides service level, project and account management services to the organisation. The Build area is responsible for providing cost effective and robust solutions, while the Run team delivers a broad range of IT services and operational duties across all Arts Centre Melbourne business units.

## The Role

Provide hardware and software support to all Arts Centre Melbourne staff and key partners that meet user, security and business requirements, with a focus on excellent customer service and agility.

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|---|---|
| **Type** | Full Time |
| **Reports to** | Service Desk Team Leader |
| **Direct Reports** | None |
| **Salary/Hourly Rate** | ACM Enterprise Agreement 2018, Band 3.1 |
| **Key Relationships** | *Internal:* All Arts Centre Melbourne departments and users<br>*External:* Third Party Vendors and IT Service suppliers, Arts Agencies and presenters. |
| **Delegation** | Financial and people delegations as per current policy. |
| **Location** | Arts Centre Melbourne premises (subject to potential relocation) |
| **Other** | SGA Employee under the ACM Enterprise Agreement 2018 |
| | Satisfactory completion of a National Police Check required<br>You will hold valid working rights in Australia (subject to verification) |
| **Last Reviewed** | June 2021 |

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## KEY CRITERIA  Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

## Your qualifications and experience

- Relevant tertiary degree or equivalent professional qualification or relevant experience working in Information Technology or related discipline essential

## Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.
- Strong communications skills both verbal and written
- Demonstrated experience as a helpdesk/desktop support analyst in an Information Technology environment providing 1st and 2nd level support.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Repairing and replacing equipment as necessary
- Familiarity with Mac hardware and software,
- Mobile device support (iPhone/Android)
- Demonstrated experience with Active Directory, MS Exchange and other core Microsoft domain administration software
- Strong organisation skills and ability to work autonomously
- Strong troubleshooting skills and ability to adapt to a changing environment
- Experience with common desktop operating systems and applications (e.g. Microsoft, Office 365 and Adobe applications)
- Experience developing and maintaining Service Desk support documentation
- Familiarity with ITIL-based processes, specifically incident and problem management
- Desirable:
  - System Center Configuration Manager experience
  - Familiarity with VOIP phone systems
  - Point of sale device support (cash registers, EFTPOS etc…)

## In the role you will

### Accountabilities:

- Deliver excellent Customer Service
- Provide 1st and 2nd level service desk support for all systems detailed within the IT Service Catalogue
- Working within strict deadlines and SLA obligations
- Actively contribute towards the success of the IT Services Team
- Maintain Asset Register containing hardware, software and licenses as required
- User Account Management across a broad range of Arts Centre Melbourne systems
- Prepare documentation for distribution to users for frequently asked questions and issues
- Maintain and contribute to Knowledgebase
- OH & S Compliance
- Deliver excellent customer service
- Observe ACM's values and ACM's The Role You Play.

### Decision making:

- A high level of operating autonomy is required, and the incumbent is expected to make decisions relating to Service Desk support services and related processes within operational guidelines.

### Systems:

- Use Microsoft Office 365, Tessitura Software®, Ungerboeck, Concur, Calumo, Risk Wizard, PageUp (recruitment and learning management), HR21, BRAVO (in-house recognition platform) and other applications to a suitable skill level.

### Working environment/physical requirements:

- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.
- This position involves sitting at a workstation with regular visits to other venues including some walking, operating a computer, with the occasional need to lift and carry small office items.
- Rostered to be on call component. Ability to be contactable and available to perform intermittent work outside normal hours of duty when required.
- There are occasional requirements to work Saturday for IT service desk support coverage.

## You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.

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