



## Senior Service Desk Analyst

Position Detail			
<b>Reports To</b>	Manager Service Desk Operations	<b>Group</b>	Service Management and Support Services
<b>Classification</b>	ASA6	<b>Location</b>	Canberra/Melbourne/Brisbane
<b>Reports – Direct Total</b>	Nil		

### Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient, and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

### Primary Purpose of Position

As Senior Service Desk Analyst you will:

Fulfil an integral part of the Service Desk Leadership group to build and maintain a high-performing and accountable team, playing a key role in the value chain to ensure the successful delivery of service outcomes for Airservices and its customers.

The Senior Service Desk Analyst provides expert advice and guidance across the Service Desk to enable first line care and support for IT Services and Airways Systems in a structured IT Service Management environment.

Your role will include driving improvements to processes, tools and the knowledge base, effective day-to-day management of workload and contact channels, delivery of coaching and feedback to improve team capability and the effective handling of escalated/sensitive issues with stakeholders, suppliers and vendors.

The safety of the travelling public is an important consideration when carrying out any duties associated with this position.

If you are passionate about improving customer service outcomes and have a continuous service improvement mindset combined with extensive experience leading and improving Service Desk Operations, this role provides an exciting opportunity to join a like-minded team re-shaping Service Delivery within the organisation.

## Accountabilities and Responsibilities

### Position Specific

- Have a strong focus on customer satisfaction and user experience in a supply chain consisting of multiple suppliers, external vendors and service providers to provide a high level of customer service
- Act as single point of contact and escalation, providing specialist support for Service Desk's role in high priority incident response and VIP care to facilitate fast detection and prompt resolution
- Utilise real time performance metrics to proactively manage incoming and outgoing queues and manage workload within agreed service levels
- Contribute to and maintain currency of Service Desk Knowledge Management databases and documentation, driving the uptake and use of available Knowledge tools.
- Identify improvement opportunities and participate in continuous improvement programs within the Service Desk and across the broader Service Management and Support Services team
- Participate in a rotating roster including 24x7 on-call to service both rostering and operational requirements including working with the HPIC team to manage high priority incidents after hours.
- Coordinate end user engagement and communications for planned and unplanned outages
- Operate technologies supporting the Service Desk including IT Service Management tools, contact centre platforms and contact channels
- Work across Service Management and Support Services to ensure that rosters meet operational and individual flexibility requirements, complying with Enterprise Agreements and Fatigue Management policies.
- Other duties as required to undertake the role.

### People

- Live the Airservices values to achieve outstanding outcomes for the organisation and our customers
- Support the team in provision of a high level of customer service in line with documented KPIs and SLAs.
- Carry out day to day operational supervision of the team on shift
- Utilise professional development, coaching and feedback methods to ensure that all Service Desk operational processes, procedures and practices are followed by the team to agreed quality standards.
- Provide support to Service Desk Analysts and Manager, Service Desk Operations in decision-making around Service Desk Operations
- Ensure that the team develops and maintains a strong working knowledge of the broader organisation including understanding their place in contributing to strategic outcomes.

### Compliance, Systems and Reporting

- Maintain awareness of and ensure compliance with CASR Part 171 regulations and other regulations as required.
- Ensure Service Desk procedures and knowledge base articles are revised and improved to align to regulations and ITSM standards and communicated to the team.
- Manage escalations to Manager, Service Desk Operations where there are concerns with response times or feedback in relation to service delivery issues
- Work with our vendors, suppliers and partners to ensure changes to the configuration of Service Desk technologies are tested and follow change management requirements.

### Safety

- Direct the safe provision of team deliverables through monitoring and adherence to documented WHS principles/practices.
- Ensure out of hours support staff are contacted as per documented process for 24 x 7 services, being mindful of fatigue requirements and principles.
- Discharge safety accountabilities as per Airservices' Safety Accountabilities and Responsibilities: AA-NOS-SAF-0007

## Key Performance Indicators

### Efficient, Effective and Accountable

- Enable and drive positive customer service experiences as reflected in team CSAT scores
- Detection and submission of process, procedure and tooling improvements
- Where team KPIs or SLAs are not met, identify causes, and participate in the development of plans to mitigate
- Maintain Service Desk procedures for call handling, logging of all calls, emails and contacts with the Service Desk in the ITSM Tool as reflected in quality assessments
- Working closely with Knowledge Process Practitioner, to improve availability, relevancy and quality of the Service Desk Knowledge Base measured by effective usage and feedback
- Proactively maintain VIP list in Airservices' ITSM tool and maintain the list in all Airservices' systems.

### People

- Drive Service Desk performance to meet/exceed agreed KPIs for Service Desk operations.
- Ensure that competency assessments are regularly completed, and working with the Competency, Training and Scheduling Practitioner ensure that all required certifications and qualifications are current

### Safety

- Compliance with regulatory standards
- Compliance with safety, risk, WH&S, environmental and any other standards

## Key Relationships

- Manager, Service Desk Operations
- Service Management Practitioners (Incident, Problem, Change, Release, Configuration and Knowledge, Quality and Continual Service Improvement)
- Service Management Design and Integration specialists
- Service Desk Analysts
- Integrated Service Operations Centre (ISOC)
- Technology Enablement Platform Heads, Team Leads and Technical Leads
- VIP customers across the value chain e.g., CEO/Chiefs

## Skills, Competencies and Qualifications

### SFIA framework key skill/s

Category	Sub-category	Skills	Level
Delivery & Operation	Service Management	Incident management	4
People & Skills	People Management	Employee Experience	4
Relationships & Engagement	Stakeholder Management	Customer Service Support	4

### Highly Desirable

- Demonstrated high level of experience in a Service Desk/Contact Centre environment coordinating service delivery through multiple channels to a high level of customer satisfaction
- Demonstrated high level of experience in operating and coordinating improvement of ITSM toolsets with knowledge of user interface/user experience principles
- Demonstrated high level of experience in mentoring and coaching to support co-workers in areas of uncertainty including processes and job expectations
- Demonstrated experience and ambition to work in a continual learning environment, promoting professional growth, feedback and career development
- ITIL Foundations Certification (Version 3 or later)

- A high level of computer literacy skills with information management systems including Microsoft 365 products, ServiceNow and SAP

#### Desirable

- Ability to think critically, work with limited technical guidance on moderately complex tasks in a collaborative manner to achieve a joint outcomes
- Ability to obtain, interpret and arrange data to improve informed decision making and manage performance
- Ability to create, implement and review fit for purpose procedures to a high standard
- Well-developed verbal and written communication skills, and the ability to manage important business relationships
- A degree in Information Technology, Systems Engineering or similar technical field
- Proven ability to rapidly acquire a sound understanding of various technologies in an Information Technology and Airways Systems context.

### Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest
- Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.

### Other Requirements

- Must be an Australian Citizen.
- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level.