**JOB DESCRIPTION**

**IT Technical Analyst**

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for all Uniting customers in relation to IT Incidents, Service Requests and problems that are more complex or have been escalated ensuring the customer deals with one point of contact during their journey. Managing the knowledge management database and processes of the IT team by identifying, creating and distributing updated processes focusing on reduced escalation and more first enquiry resolution. The role is focused on ensuring that customers interactions are a positive experience and will need to develop and maintain key relationships with all IT support teams, working collaboratively to achieve Uniting’s IT & Customer goals

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the IT Service Desk team in the Customer and Transformation team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the IT Technical Analyst, your role specifically will:

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines

**Operational Processes**

* Required to support service calls/tickets in a timely, efficient and professional manner where needed due to support the business.
* Acts as escalation point and subject matter expert for the Service Desk and customers
* Focus on minimising impact and urgency of incidents, service requests and problems.
* Analyse, troubleshoot, resolve, liaise and prioritise incidents, problems and requests with relevant support groups, vendors and customers
* Is proficient in the use of Microsoft Office Suite and Window Servers
* Possesses strong problem solving and analytical skills
* Possesses knowledge of best practices for maintaining information security
* Is able to handle confidential and sensitive company information responsibly
* Exhibits knowledge of software development industry
* Is familiar with website layouts and html
* Perform standard Installs, Moves and Upgrades of software and hardware to PCs, ensuring all additions, changes and deletions are recorded accurately.
* After consultation, you’ll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required
* Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
* Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting’s health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role
* Participate and comply with all quality management systems and processes

**Client Management:**

* Have strong active listening skills and empathy for customers
* Communicate updates to customers so that they are aware of progress of Incidents or Service Requests or Problems logged
* Deliver what is agreed within the Service Level Agreement.
* Provides alternative sources for customers with non-supported incidents and service requests.
* Ensure that engagement with external parties enhances Uniting’s reputation and growth
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

**People Management:**

* To support the IT Customer Service Manager in development of staff effectively, train and guide them, ensuring Customer Service performance standards are adhered to. To promote staff development, seeking and creating opportunities, helping staff take action on their developmental needs and setting challenging goals.
* To work in a helpful and approachable manner as a lead member of the team to ensure overall performance targets are met. To make a positive contribution to own and other team decisions and plans, and to respect commitment to team decisions. To promote team spirit, co-operation and morale, within and across teams. To encourage and support team members, respecting the views, values and opinions of others.
* Act as a constructive member of the IT Service Support team
* Contribute to a culture of openness, feedback and productivity
* Actively engage and participate in the performance management framework and review processes across Uniting
* Engage in professional development and set and fulfill development goals for yourself;
* Contribute to the creation of a cohesive and productive team
* Build and maintain effective team relationships – within own team and across business streams / functions
* Positively model the Code of Conduct and Ethical Behaviour for Uniting
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
* Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
* Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Customer, People & Systems

**You’ll report to:** Shared Service Call Centre Lead

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

* Technical Diploma or Degree or equivalent experience

**Experience:**

Typically, this role will require 3-5 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Remote user support
* Knowledge of Information Technology hardware and software theory and practical
* High customer service ethics with a commitment to customer service in the first instance
* Substantial analytical and problem-solving skills with a high attention to detail
* Ability to develop knowledge management systems and in building IT learning
* Research skills and evidence of an understanding of good practice for knowledge management

**Even better:**

* 5+ years’ senior service desk experience
* Experience with high volumes, data entry and tight deadlines in a medium to large scale IT environment

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| **Employee Name:** | Click here to enter text. | **Manager’s Name:****Title** | Paul GarmentShared Service Call Centre Lead |
| **Date:** | Click here to enter text. | **Date:** | Click here to enter text. |
| **Signature:** |  | **Signature:** |  |