

Position Title:	IT Service Desk Analyst
Supervising Partner / Manager / Supervisor:	Technology Service Desk Manager
Practice Group / Shared Services Team:	Technology
Responsible for:	-
Centre	Melbourne
Date Created / Last Edited:	November 2019

Working. Respect. Together

King & Wood Mallesons is committed to creating an inclusive, fair and respectful culture. We require all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment. We also require partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

We acknowledge, understand, accept and value differences among all our people. This may relate to age, marital status, ethnicity, carer's status, gender, physical and mental disability, sexual orientation, gender identity, gender expression, spiritual practice or religious belief, for example.

We recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and pay our respects to them as the traditional owners of country.

Position Summary

To provide high quality technical support to all King & Wood Mallesons Partners and staff.

As a Service Desk Analyst, forming part of the Technology Service Desk team, you are the first port of call for any customer enquiries and problems relating to Technology. Support is given both over the phone and in person. This is a highly customer service focused environment. Understanding and adoption of ITIL processes is required.

You also have responsibility for the daily operations of the audio visual service and video conferencing service, predominantly on the client floors. You will be required to provide high quality support to our internal and external clients.

The role also has administrative and procedural responsibilities.

Your Key Responsibilities

Service Desk operations

- Taking first line calls from staff based in any of the firm's offices with enquiries or problems
- Resolving client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Service Desk.
- Ensuring all staff know the current status of their individual incidents/requests.
- Logging and keeping current all Incidents via the ITSM tool.
- Liaising with other members of the technology team regarding the progress of their action on assigned tickets.
- Monitoring and actioning user queries from the Service Desk mailbox

- Performance driven role designed to achieve set KPIs (Fixed on first; availability; calls logged)
- Providing application support across the firms managed operating environment
- Performing troubleshooting and resolving problems in a timely and effective manner
- Effectively escalating issues where appropriate after in-depth troubleshooting has been exhausted
- Maintaining comprehensive call records for analysis and monitoring
- Relocation of equipment
- Registering and issuing loan equipment
- Assisting with routine maintenance and system/network procedures
- Updating firm asset records
- User account administration
- Ensuring KWM / Technology policies and processes are followed when dealing with IT requests
- Contributing to reviewing and refining internal procedures

Audio Visual Operations (when needed)

- Providing an excellent audio visual and video conferencing service
- The setting up of conference rooms with the required equipment
- Assisting Partners & Staff with the scheduling of all King & Wood Mallesons video conferences using the relevant management software
- Configuring and setting up presentations for meetings, workshops, conferences, including conference phones, flipcharts and whiteboards
- Assisting Partners & Staff with the recording and co-ordinating of audio visual and video conferencing requests
- Liaising with clients to ensure their needs are viable, understood and fully met
- Coordinating multi-site, and International, video conferencing and audio conferencing
- Media replication and streaming; both in-house and coordinating the service via external suppliers
- Coordinating the operation of audio visual requirements for offsite conferences
- Maintaining stock and equipment
- Placing service calls on AV equipment
- Assisting with any other general tasks conducted by the overall team servicing the conference rooms floors

Liaison with local Partners and staff

- Develops strong relationships with Partners and staff and seeks to understand the firm's business and uses this to identify unique ways of creating value
- Collates and manages customer service feedback from Partners and staff to investigate and improve processes and solutions as necessary and communicate to clients and team as required

Your Key Relationships

- All Partners and staff
- Technology Managers
- Local Shared Services managers
- Technology group

Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

People

- Respectful and supportive interactions that lead to firm high performance
- Building effective teams by empowering and coaching people

- Leading through collaboration and accountability

Clients

- Consistently delivering superior client service
- Becoming a trusted advisor through deep understanding of the client
- Building strong and enduring client relationships
- Adapting flexibly to a changing environment to meet client needs

Firm

- Application of technical knowledge to advance the client's commercial objectives
- Development of legal and industry/sector expertise
- Effective practice and project management
- Building your professional reputation
- Achieving financial and cost targets
- Commitment to continuous improvement through innovation
- Applying business acumen in pursuit of opportunities for the firm and clients
- Effective workload and project management

Financial

- Applying business acumen in delivery of service to clients
- Achieving business, project and budget goals
- Commitment to continuous improvement through innovation

Skills and Attributes

Essential

- Attainment of or progression towards Microsoft Certified Professional certification
- Attainment of or progression towards ITIL Foundation certification

Skills and Experience

- Proven ability to assess priorities and resolve technical issues in a Windows 10 and Office 2013/2016 environment
- Experience building and implementing best practices within a Service Desk/Help Desk environment
- Excellent communication skills
- Excellent customer service and people skills
- Troubleshooting skills for supporting remote staff (ADSL, Broadband, Citrix remote desktop, etc.)
- Experience with managing mobile devices via an MDM solution. (iPhones etc.)
- Active Directory skills - ability to maintain, create, and delete user accounts.
- Understanding of network topology
- Configuring, maintaining, and troubleshoot VOIP telephone handsets.
- Effective troubleshooting skills
- The ability to be flexible, innovative, resourceful and self-motivated, and be able to learn on the job
- A high level of organisational skills
- A professional manner
- The ability to work in a local and national team environment

Hours of Work

- Monday to Friday - rotating shifts between 7.00am to 10.00pm AEST
- Rostered on weekends - ie approximately once per month you are required to work, generally on a Saturday

There may be a requirement from time to time to assist with projects which entail work on weekends or outside of normal rostered hours; time in lieu is offered for this type of work.

After hour's technical support on a rostered basis from:

- 10pm AEST to 7am AEST Monday to Friday (including public holidays)
- 6pm AEST Saturday to 10am AEST Sunday; and
- 6pm AEST Sunday to 7am AEST Monday

Our Vision and Values

Our global vision...

'To create a unified top tier global law firm headquartered in Asia'

Across our global firm we have values that guide us and that we aspire to live up to...

Client centric
Dynamic and entrepreneurial
One team. One firm
Excellence and innovation
Stewardship
Global perspective

...these are the same whichever part of the firm you work in, in all countries.

As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/manager as part of KWM's performance evaluation, development and progression processes.