

Role Name: Service Desk Analyst

Role data

Position no.	Various	Work Area Profile	IT Service Management and Operations
Work Level Classification	Level 3	Directorate/Business Unit	Information Technology
Reports to (role)	Manager, Service Management and Partnerships	Location	Melbourne
No. direct reports	0	No. of indirect reports	0
Version date	July 2022	Tenure	Ongoing

Work Area

The IT Directorate provides technology services and solutions that advance the Ahpra vision, mission and strategic goals. The Directorate supports Ahpra's users, leadership, external stakeholders and practitioners with customer-oriented service and a robust and reliable technology environment that encourages effective and innovative ways of using technology in all facets of Ahpra's operations.

The IT Service Management and Operations function manages day-to-day service operations verifying IT service performance against agreed service levels, provides a channel for users to request and receive standard services, to identify and log incidents / problems, restore normal services and minimise adverse impact on operations as well as provisioning appropriate access rights for authorised users.

Role purpose

The Service Desk Analyst is an active member manning and operating the service desk, is a point of contact for IT Service Management, the continual monitoring of live systems, the processing of incident tickets related to service interruptions and the actioning of access and service requests.

Key Accountabilities

- Allocate, manage and finalise all service desk requests via channels including phone, service portal or in person
- Provide customer focused phone-based IT support to Ahpra staff
- Work to provide timely first-time resolution of customer and user service requests
- Provide a professional high level of customer service to all Ahpra Staff, Executive and Board members
- Proactively and regularly inform customers on the progress of their service request and ensure requests are completed in line with service level agreements or escalate accordingly
- Manage requests and standard services for which a pre-defined approval and qualification process exists
- Ensure that trouble-tickets are addressed to agreed service levels through prioritisation, incident recording, recognition, isolation, resolution and follow up
- Be active member in Major Incident responses if required

- Contribute to the development, review and continuous improvement of the service desk operations by seeking opportunities to improve processes across the role scope and system/services
- Continuously comply to and demonstrate behaviours in alignment with Ahpra’s values, code of conduct and relevant policies and procedures
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning to:
 - Take reasonable care for own and others’ health, safety and wellbeing
 - Adhere to Ahpra’s workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The AHPRA [Capability Framework](#) applies to all AHPRA employees. Below is the complete list of capabilities and proficiency level required for this position.

Capabilities	Proficiency level
Commits to customer service	Advanced
Displays leadership	Intermediate
Generates and delivers the strategic vision	Intermediate
Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Intermediate
Builds constructive working relationships	Advanced
Communicates effectively	Intermediate
Demonstrates accountability in delivering results	Advanced
Uses information and technology systems	Advanced
Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	ITIL knowledge desirable
Experience	<p>Good experience in Incident Management, Access Management, Service Request Management and general Service Desk management processes, procedures and policies</p> <p>Good Understanding of Service Management and Operation tools</p> <p>Experience in IT service delivery and operations experience</p> <p>Strong IT technical expertise and a good understanding of underlying business processes and systems</p> <p>Good business knowledge and ability to understand vendor strategies and product roadmaps</p> <p>Ability to work under pressure</p> <p>Good communication, interpersonal and documentation skills</p> <p>Ability to liaise with senior management</p>

Key relationships

Internal Relationships	External Relationships
CIO	Technology vendors
Technology Directorate National Directors	Contracted IT operational service vendors
Manager - Application Technical Operations	
Manager - Infrastructure Operations	
Manager - IT Security Operations	