**POSITION 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 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 lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

# **ABOUT THE ROLE**

This is a role within the IT Service Support team and is responsible for escalated and overflow for all ITSC customers in relation to IT Incidents, Service Requests and Problems that have been escalated by the Service Desk Tier 1 team.

This role is focused on ensuring that customer interactions are a positive experience, increasing future successful interactions.

# ROLE OBJECTIVES

You’ll play a valuable role as a member of the IT Service Support Team in:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the IT Service Support team and your specific areas of accountability
* Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance
* Actively participating in communication in order to understand and contribute to a One Uniting way of operating
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As a Technical Analyst your role will:

* Contribute towards the efficiency and effectiveness of the IT Service Support team
* Provide technical expertise and support to resolve IT-related incidents and problems. Individually & as a member of a team, the Technical Analyst will strive to productively use their training, experience and the available tools and facilities to provide incident and problem diagnosis and resolution by facilitating the fastest restoration of IT services on behalf of the customer.
* Document and share knowledge by writing, adhering to knowledge articles to improve processes for delivery of service and participating in continuous improvement within IT.
* Focus on minimising impact of incidents and problems, liaising with customers and Service Desk Staff to ensure earliest possible resolution within service level targets

# **ABOUT YOU IN THE ROLE**

**Your classification:** Technical Analyst

**Your directorate:**  Information Technology

**You’ll report to:** Manager, IT Service Delivery

**Your key relationships:**

Internal:

* All Uniting Managers
* All Uniting Staff
* Other Team Members

External:

* Vendors
* Suppliers

# **YOUR RESPONSIBILITIES**

**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**

* Acts as escalation point and subject matter expert for the Service Desk Tier 1 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
* 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:**

* 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

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process

**Operational processes:**

* All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects as relevant
* Ensure exceptional Customer experience for all customers

**Client management:**

* Client feedback shows sustained improvement in their satisfaction with IT Services
* Client feedback indicates their respect for your services (work) provided and a good working relationship
* Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

**People management:**

* Communication of technical information in a way which is easily understood by others.
* Explanation of decisions using facts and figures coherently and confidently
* Feedback from your line Manager confirms your contribution as a member of the IT Service Support team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions

# THE IMPORTANT DETAILS

**Qualifications:**

* Technical Diploma or Degree or equivalent experience

**Your experience ticks the following boxes:**

* Worked successfully in an IT Support Role with at least a minimum of 3-5 years’ experience
* Knowledge of Information Technology hardware and software theory and practical with demonstrable experience and understanding of technical issues for networking, operating systems, office automation software, corporate applications and hardware.
* Demonstrated commitment to customer service
* Substantial analytical and problem solving skills with attention to detail
* A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged

**Even better:**

* Ability to accurately identify and classify symptoms and possible causes of problems to ensure appropriate assignment to specialist areas.
* Ability to manage a number of priorities and high level time management skills.
* Ability to manage Service Desk calls to specified Service Level Agreement time frames.
* Ability to work logically
* Knowledge of IT processes including those pertaining to ITIL framework of best practice

**Core Competencies:**

* You operate with personal integrity and a values base that aligns with Uniting’s
* You succeed through excellent communication skills and a high service orientation
* You engage successfully with clients and other team members as required
* You are capable but do not have “something to prove”
* You thrive on helping others to succeed; even if it is at a cost to you
* You are an exceptional team player
* You have a high level of energy and enthusiasm
* You genuinely care about the organization

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |

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| ACCOUNTABLE POSITION | WHS ACCOUNTABILITIES  (AS PER WHS ACT 2011) | ACTION DEMONSTRATING ACCOUNTABILITIES |
| WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS) | **While at work, all workers (WHS ACT 2011 Sec 28) must:**   * take reasonable care for his or her own health and safety * take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people * comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the * organisation to comply with this Act * co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers | **All workers must:**   * follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS * attend and/or complete safety-related training including induction and emergency preparedness * comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens * if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others * use equipment that has been provided for your health, safety and wellbeing * report all hazards, incidents and injuries to your immediate supervisor * participate in discussions/consultation about changes to workplace/premises or job task/practice * wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done * do not put other people’s health, safety and wellbeing at risk by your action or inaction |