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| **Position Description** |

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| **Customer Support Analyst** | |
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| **Position No:** | 50148601 |
| **Business Unit:** | Cloud, Infrastructure & Service Delivery |
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| **Division:** | Information Services |
| **Department:**  **Classification Level:** | Cloud, Infrastructure & Service Delivery  HEO5 |
| **Employment Type:** | Fixed Term |
| **Campus Location:** | Melbourne (Bundoora Campus) |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**Position Context/Purpose**

This position is the first point of contact for all IT-related incidents and requests. The primary responsibilities of this position are to maintain visibility of all outstanding requests and incidents and follow up resolver groups for resolutions to incidents and requests within the required service level agreements. Activities include resolving incidents and requests over the phone, through forms submitted and via remote assistance.

**Duties at this level will include:**

* Working on a roster, provide the first point of call support for all IT related incidents and requests, and escalate to relevant teams where required.
* Includes resolving incidents and requests over the phone, through forms submitted and via remote assistance.
* Develop and maintain knowledge base articles to assist in future incidents.
* Maintain consistent communication with the University on service status or changes and publish on the web as required.
* Work at this level may require the ability to investigate, interpret or evaluate information where considerable interpretation of existing regulations, policies or procedures is required.
* Applies theoretical (or policy) and technical knowledge to design, review, develop or test complex equipment, systems or procedures.
* Analysing and interpreting data, identifying trends and test solutions, sourcing additional related information where appropriate, and progress reports on the resolution of issues/problems.
* Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious to deliver professional services to meet customer requirements.
* Ensures professional and quality service standards are maintained and applied within own area of activity.
* The position is to operate under a scheduled roster for shifts covering the Service Desk operating hours.

**Essential Criteria**

**Skills and knowledge required for the position**

* Completion of a degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
* Demonstrated depth or breadth of expertise developed through extensive relevant experience and application.
* Highly developed customer service skills demonstrating the ability to deal responsively, consistently, patiently and politely with requests/incidents by email, phone and face-to-face.
* Demonstrated experience providing 1st and 2nd level support as part of a team, in a medium to large-sized organisation and across an extensive range of applications and technologies, including advanced working knowledge of Microsoft Desktop Operating Systems and the Microsoft Office 365 suite (and desirable to also have Mac operating system experience).
* Proven analytical and problem-solving capability.
* Excellent written and oral communication and interpersonal skills, including developing excellent working relationships with colleagues, students and other stakeholders.
* Ability to innovate and take responsibility for outcomes.
* Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
* Demonstrated excellence in prioritising tasks and in responding to changing tasks and priorities.

**Capabilities required to be successful in the position**

* Ability to demonstrate self-awareness, see things from another person’s perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
* Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
* Ability to implement improvements to local processes.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

**Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

**Why La Trobe:**

* Develop your career at an innovative, global university where you’ll collaborate with community and industry to create impact.
* Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
* Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you’ll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you’ll always have the opportunity to succeed and make a difference.

**La Trobe’s Cultural Qualities:**

Text, letter

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For Human Resource Use Only

Initials: Date: