



## POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	HELPDESK ANALYST
Position no:	30006044
Team:	[Product & Content Technology]
Department:	Technology Helpdesk
Location:	Ultimo
Reports to:	HELPDESK MANAGER 30007221
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[2 Week Rostered]
Band/level:	[Band 5-6]
HR Endorsement:	1/07/2021

### Purpose

Provide rapid response for on air critical incidents and first level access to all Product & Content Technology (P&CT) Division support and service requests by the ABC.

### Key Accountabilities

- Under limited direction, provide advanced technical advice via telephone, email, face to face, and ServiceNow portal for all ABC staff requiring technology support services; and escalate more complex requests to appropriate specialists within the P&CT Division and external service providers, as required.
- In collaboration with other Helpdesk staff, contribute significantly to common approaches to clients' requirements and problems, including the contribution of knowledge articles and other documentation.
- Monitor the Helpdesk ticketing system for new incidents and generally complex service requests and process as required; and proactively communicate with clients in relation to their incidents and requests.
- Provide after hours On-Call support and act as point contact, as directed.
- Perform advanced administrative and housekeeping duties such as account creations, reporting and documentation.

- Provide high levels of customer service during the process of dealing with all incidents and service requests, ensuring customer expectations are met and often exceeded.
- Liaise with management and staff in other areas of the P&CT Division to ensure Helpdesk activities and needs are addressed appropriately by providing advanced technical advice, information and relevant guidance.
- Foster effective teamwork and communications to build a positive work culture within the team.
- Supervise and provide on-the-job training and guidance for less experienced staff and identify learning and development needs.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

### Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications or equivalents skills, knowledge and experience in providing client technical support.
2. Demonstrated advanced experience and proficiency in Helpdesk service and a broad knowledge of information or broadcast technologies, including On-Line call logging systems and Remote Access tools.
3. Advanced technical and trouble shooting skills, with emphasis on IT systems and infrastructure, broadcast technologies and a range of desktop products.
4. Demonstrated advanced ability to provide Helpdesk technical assistance and support.
5. Advanced communication and interpersonal skills, including proven experience in providing excellent customer service; and thorough understanding of creative, operational and technical areas.
6. Advanced organisational, planning and problem-solving skills with the ability to prioritise work and manage multiple and competing demands.
7. Demonstrated leadership skills with the ability to supervise, develop and support less experienced employees and pass on acquired skills and expertise to others.
8. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
9. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
10. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

### Special Requirement

- Willingness and ability to work on a two-week rotational roster, Monday to Friday between 5am and 10pm, on Saturdays between 8am and 4pm, and on public holidays.

