

# Position Description



<b>Title</b>	Analyst, Help Desk
<b>Business Unit</b>	Information Communication Technology   Performance and Integration
<b>Location</b>	Melbourne CBD
<b>Employment type</b>	Full Time   Ongoing
<b>Reports to</b>	Team Leader, Help Desk

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

This position works closely with the Team Leader - Helpdesk to ensure that there is appropriate and relevant strategies, planning, implementation and operations to meet the Information Communication Technology (ICT) service support needs of the staff, sites and divisions across Uniting.

Working as part of the help desk team this role will ensure ICT is responsive and efficient in resolving client issues and maintaining client productivity.

The role will contribute to the effective, timely first level support for all services that are managed by ICT. Taking responsibility for receiving incoming service requests and issue reports, recording those communications in the help desk management system, and actioning those requests and issues in a timely fashion and with appropriate priority.

## 3. Scope

**Budget:** nil

**People:** nil

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# Position description

## Analyst, Help Desk



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### 4. Relationships

#### Internal

- ICT team/s
- CIO Advisory group
- Uniting staff, volunteers and contractors
- Operational managers and teams
- Senior Leadership Group

#### External

- Vendors and partners
- Other Uniting Church organisations:
  - Uniting Church in Australia - Synod of Victoria and Tasmania,
  - Uniting AgeWell,
  - Uniting NSW/ACT,
  - UnitingCare Queensland

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### 5. Key responsibility areas

#### Help Desk Services

- Contribute to the development and maintenance of the Uniting Help desk to service 300 sites across Victoria and Tasmania
- Assist with the implementation of support strategies that recognize the diverse geographic and service footprint of Uniting staff
- Undertake recording, measurement and KPI reporting to monitor performance
- Assist in the implementation of technical improvement strategies that continually try to reduce the number of service requests
- Support Uniting staff on-line access to maximize self-management services
- Contribute to the maintenance of appropriate knowledge bases and documentation to assist help desk staff in the effective and efficient resolution of issues.

#### Functional responsibility

- Assist the team leader to:
  - Deliver a central Uniting ICT service desk based on ITIL principles.
  - Deliver within the Uniting ICT service performance agreement(s)
  - Follow effective processes for managing, prioritizing and escalating ICT issues
  - Deliver services under client based Key Performance targets
  - Use effective evidence-based resource management
  - Be part of an informative and constructive reporting environment
  - Encourage Client self-management including request progress
  - Continually improve services by using evidence to identify and resolve systemic issues

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### People and teams

- Actively participate in a proactive team who provide best practice support to the organisation, its employees, volunteers and contractors.
- Be available to work on a rostered basis from, and attend, sites other than your primary location for the purposes of support and training.
- Participate in a roster for on-call support outside of normal operating hours.

### Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 6. Person specification

### Qualifications

- Relevant qualifications in Information Systems or related disciplines

### Experience

- Experience as a member of a help desk team using ITIL processes and compatible technologies to maintain service support excellence
- Experience in providing services within diverse geographical region to a medium to large service organisation.
- Proven ability to undertake problem analysis and resolution
- Proven communication skills in engaging with ICT and other professionals
- Experience is client satisfaction measures and self-management.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Knowledge and skills in the methods, frameworks, practices and standards for the management and delivery of ICT support in a complex service environment.
- Knowledge of the development and implementation of enterprise Helpdesk functions in a complex organization.
- Ability to monitor and identify strategic information in relation to service improvement
- Ability to identify, assess and escalate risks.

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- Broad customer service and communications skills and the ability to effectively deal with difficult situations and clients.

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### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 8. Acknowledgement

**I have read, understood and accepted the above Position Description**

	<b>Employee</b>	<b>Manager</b>
Name:		
Signature:		
Date:		