

Position Description

Title	Senior Analyst, Help Desk
Business Unit	Information Communication Technology
Location	Melbourne CBD
Employment type	Full Time Ongoing
Reports to	Team Leader, Help Desk

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

1. 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 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.

By implementing best practice (ITIL) processes combined with agreed performance targets and client self-management, it is expected that an efficient help desk will aim to maximise the productivity of the Uniting staff and thus the returns on the Uniting investment in ICT.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- ICT team/s

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- 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

4. 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 development of support strategies that recognize the diverse geographic and service footprint of Uniting staff
- Ensure adequate recording, measurement and KPI reporting are in place to monitor performance
- Initiate the implementation of technical improvement strategies that continually try to reduce the number of service requests
- Monitor and sustain staff on-line access to maximize self-management services
- Ensure the maintenance of appropriate knowledge bases and documentation to assist help desk staff in the effective and efficient resolution of issues
- Undertake scheduled work outside of normal business hours
- Participate in a roster for on-call support outside of normal business hours

Functional responsibility

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

People and teams

- Support the team helpdesk team and act as an escalation point for queries and complex issues
- Guide the team to provide best practice support to the organisation, managers and employees
- Participate in the on-call roster
- Be available to work on a rostered basis from, and attend, sites other than your primary location for the purposes of support and training

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.

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- 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.

5. Performance indicators

- To be agreed with line manager.

6. Person specification

Qualifications

- Relevant tertiary qualifications in Information Systems or related disciplines

Experience

- Proven experience as a member of a help desk team using ITIL processes and compatible technologies to maintain service support excellence
- Proven experience in providing services within diverse geographical region to a medium to large service organisation
- Broad experience in engaging with ICT and other professionals
- Experience in evaluating outcomes from productivity strategies
- Experience in client satisfaction measures and KPI establishment and 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
- Experience in the development and implementation of enterprise Helpdesk functions in a complex organization
- Demonstrated ability to monitor and identify strategic information in relation to service improvement
- Ability to identify, assess and escalate risks
- Proven communications skills and the ability to effectively deal with difficult situations and clients
- Demonstrated experience working as a senior analyst or similar role.

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 relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State 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

Employee

Name:

Signature:

Date: