

POSITION DESCRIPTION

POSITION TITLE	Service Desk Analyst
DIRECTORATE - SECTION	Corporate Services – ICT Services
LEVEL - EBA	5 - Salaried
RESPONSIBLE TO	Coordinator ICT Operations

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Provides a positive, customer focused, first point of contact support for all ICT Services. Having a broad range of understanding of technology and information systems within the organisation to resolve incidents and perform request fulfillment in accordance to agreed service levels.

KEY RESULT AREAS

INCIDENT MANAGEMENT

- Following agreed procedures, identifies, registers and categorises incidents.
- Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
- Provides first line investigation and gathers information to enable incident resolution and allocate incidents.
- Advises relevant persons of actions taken.
- Ensures that incidents are handled according to agreed procedures.
- Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents.
- Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.
- Contributes to testing and improving incident management procedures.
- Develops, maintains and tests incident management procedures in agreement with service owners.
- Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution.
- Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed.
- Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement. Analyses metrics and reports on the performance of the incident management process.

PROBLEM MANAGEMENT

- Initiates and monitors actions to investigate and resolve problems in systems, processes and services.
- Determines problem fixes/remedies.
- Assists with the implementation of agreed remedies and preventative measures.

CONFIGURATION MANAGEMENT

- Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes.
- Assists with audits to check the accuracy of the information and undertakes any necessary corrective action under direction.

REQUEST FULFILMENT & CHANGE CONTROL

- Applies tools, techniques and processes to administer, track, log, report on change requests.
- Applies change control procedures for standard, low-risk changes.

SERVICE LEVEL MANAGEMENT

- Monitors and logs the actual service provided, compared to that required by service level agreements.

SYSTEMS INSTALLATION & DECOMMISSIONING

- Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client.
- Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures.
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation.
- Reviews change requests.
- Maintains accurate records of user requests, contact details and outcomes.
- Contributes to the development of installation procedures and standards.

ICT INFRASTRUCTURE

- Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance.
- Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure.
- Contributes to the implementation of maintenance and installation work.
- Uses standard procedures and tools to carry out defined system backups, restoring data where necessary.
- Identifies operational problems and contributes to their resolution.

CUSTOMER SERVICE SUPPORT

- Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate.
- Maintains records, informs users about the process and advises relevant persons of actions taken.
- Contributes to the development and training of staff.
- Provides ICT support to council meetings and facilitates live streaming.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Bachelor of Information Technology or equivalent work experience.

SELECTION CRITERIA

- Proven record of exceptional customer service and support skills.
- Minimum of 5 years-experience in a similar role.
- Knowledge and experience of the ITIL framework, in particular the Incident, problem, configuration, and change management processes.
- Knowledge of emerging IT security trends within cloud environment.
- Experience in stakeholder management and internal consulting skills.
- Experience in applying business analytics to IT problem solving.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services
DATE PD REVIEWED/APPROVED: 23 August 2023
