Service Desk Analyst
Position Description

Reporting to:	ICT Service Desk Manager	Work location:	CBD
Department:	Group Operations	Budget holder:	No
Team:	Technology	Direct reports:	Nil

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Save the Children Australia's IT Service Delivery team is responsible for supporting >1300 employees, volunteers, and interns across more than 140 sites and retail shops in Australia and the South Pacific.

The Service Desk Analyst is the first point of contact for all IT related support incidents and requests across the organisation. The role is responsible for providing first and second level ICT technical support to SCA employees making a significant contribution to 1st contact call closure rates. Included in the role is logging, triaging, escalating and coordinating incidents and requests to ensure timely quality closure for enhanced customer satisfaction. The Service Desk Analyst regularly communicates with SCA employees and 3rd party providers on any follow-ups and escalations, keeping the customer informed throughout the life cycle of the ticket.

The Service Desk Analyst works as part of and is an active contributor within the ICT Service Delivery Team supporting the day-to-day requirements of the ICT Service Desk component of the business. To foster a positive workplace culture that is built on respect, teamwork and excellence the Service Desk Analyst will fulfill all service activities in-line with policy, process, standards, and procedures. Focusing on meeting SLAs, OLAs and KPIs to deliver consistent services to the business and meet the primary objective of enabling users to maximise their productivity through efficient and secure use of ICT equipment and software applications.

Here your skills will be valued

Role requirements

- Provision of 1st and 2nd level technical support with the goal of resolution at 1st point of contact for all incoming incidents and service requests
- Proactively communicate progress updates to SCA customer on outstanding incidents and service requests including setting/managing client expectations
- Installing, configuring and supporting computer hardware, software, systems, networks, printers, video conferencing equipment and scanners
- Maintaining user accounts, security systems, access rights, and software packages across the business
- Performing On-boarding of users and arrange shipment of equipment as required
- Ensure that Service Desk jobs are monitored and escalated to relevant parties in-line with SLAs, OLA's and updated accordingly on the Service Desk Management System
- Triage, Re-Allocate and/or escalate Service Desk Incidents and Requests across ICT Support Team Members and external support providers via Service Desk Management Tool
- Log and answer all incoming phone calls providing immediate support where applicable including vmails and "walk ups" ensuring ticket handling process and procedure compliance applied to all requests
- Assist and complete on-boarding and off-boarding of SCA employees including arranging couriers
- Managing Asset Management and like Lists

- Assist in documenting Work Instructions, user guides, procedures and process as requested and Updating the Knowledge Management System
- Routinely checking Asset Stock Levels and alert to order based on buffer amount
- Make suggestions and contribute to service delivery improvements based on business understanding
- Escalating issues to the ICT Service Desk Manager or external vendors as needed

Continuous improvement
- Actively contribute to the continuing development of processes and procedures, using standards and methodologies
- Identify personal development training/cross-skilling needs and proactively achieve these
- Ensure best practice methodologies are used for support and implementation of infrastructure
- Act in accordance to Save the Children Australia's values
- Actively building on skills, knowledge, and understanding to the technical discipline
- Monitor own performance and take corrective actions as required
- Identify and undertake appropriate development opportunities

Stakeholder management
- Build, maintain, and manage strong working relationships with internal and external stakeholders
- Ensure effective and open communication with ICT Service Delivery Support Team members and Business Solutions team
- Work with other business units to understand and support their business requirements
- Liaise with third party suppliers and vendors when required

Health, safety, security and risk management
- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements
- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Policy & Code of Conduct
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children.
At Save the Children, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience

- Demonstrated IT operational support experience in customer facing role/s supporting desktop, network and telephony systems
- Excellent Trouble-shooting and problem solving skills
- Experience using a Service Desk Management Tool to log, manage and track IT issues and requests to closure
- Basic knowledge of cloud solutions – eg Azure
- Knowledge and experience supporting MS Windows 10, Active Directory, Endpoint Manager (InTune) Office 365, SharePoint Online, and MS Teams
- Exceptional Time Management Skills
- Microsoft certified professional and/or ITIL Foundation V3 or V4 certified, highly regarded
- Relevant Tertiary or Industry Certified qualifications
- Understanding of ITIL Service Management and adopting process into day to day work.
- Understanding and/or knowledge of how to use Microsoft Office products
- Previous experience working in a service/help desk role & using a Service Desk management system (e.g Service Now or JIRA)
- Knowledge and experience supporting Apple desktop environments
- Understanding of Network Topology

Personal behaviours and attributes
- An excellent Work Ethic, ownership and accountable for own work
- A Team Player
- Proactive approach to managing day to day competing priorities
- Customer service centric, service-oriented attitude with "can do" approach "getting it right the first time"
- Exceptional communication skills (both verbal and written) and ability to communicate in a clear, concise, and professional manner
- Demonstrated accuracy and thoroughness in following procedures and process
- Highly organised and detail-oriented with excellent time management skills
- Good listener, calm and patient but also works well under pressure
- Enthusiasm for learning new concepts and tasks, with a view of improving skills

Required qualifications and/or accreditations
- Relevant tertiary qualification/s or industry experience

Required identification documents
- Must have at least two of the following forms of Australian identity documents to achieve Standard identity within the myGovID app:
  - Driver's licence including learner's permit
  - Passport (not more than three years expired)
  - Birth certificate
  - Visa (using your foreign passport)
  - Citizenship certificate
  - ImmiCard
  - Medicare card

Additional Information
- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required   **Travel:**   Minimal