POSITION DESCRIPTION

Position Title:	Officer – Service Desk
Institute / Division / Business Unit:	Information Technology
Section or Unit:	IT Service Desk
Classification:	Linked Role – Band 3/4
Position Description Number:	PD-2040
Work Contract Type:	Technical

POSITION PURPOSE

The primary objective of the Officer Service Desk is to provide efficient and effective resolutions as the first level of any IT operational incidents and requests. To ensure that customer service goals and objectives are resolved in an efficient, accurate and timely manner.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Information Technology is dedicated to enhancing and maintaining ANSTO's digital facilities for operational reliability and providing a range of customer services to support ANSTO's research, business activities and projects.

The IT Service Desk falls within the IT division. The IT Service Desk provides the frontline Services interface, including an IT level 1 capability.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Core Accountabilities

At the Band 3 role
- Work within guidelines to respond promptly and professionally to incident reports and service requests via telephone, portal and email for staff of all levels of ANSTO.
- Adhere to set roster / schedule
- When unable to resolve an incident at first point of contact, analyse and diagnose the reported technical and non-technical issues and escalate to a more senior team member or appropriate person or group with sufficient information to expedite resolution of the incident.
- Record all service request and issues in the Operations Service Desk Tool to allow for accurate reporting and information.
- Provide a responsive customer service by liaising with customers about the status of their enquiries ensuring customers are kept informed and follow through of incidents logged.
- Undertake software installations services across ANSTO ensuring minimum downtime to users.
- Ensure accurate records of software allocation and expiry dates across ANSTO by recording software licenses.
- Assisting team members to analyse and diagnose technical issues to gain resolution to calls.

- Ensure all new knowledge is recorded in the Knowledge Base promptly.
- Specialised activities of either:
    - Maintaining Knowledge Management System by reviewing articles and administer service desk system to ensure knowledge recorded is up-to-date and meets requirements
- Undertake additional duties as required and during periods of leave of other staff.

In addition to performing all Band 3 accountabilities, the Band 4 role includes these additional accountabilities.
- Multi skilled to provide technical IT resolution to the business for IT service requests and incident across multiple functions
- Diagnose and troubleshoot service desk requests and provide root cause analysis to support further process improvements and provide recommendations for system enhancements
- Ensure processes and procedures within the Service Centre are up to date, relevant and are aligned to the ITIL framework and assist with development and implementation of policies, procedures, standards, and practices
- Manage the knowledge base to ensure quality and consistency.
- Act as governance and review body for all Knowledge articles ensuring the knowledge based is maintained, relevant and factually correct with the latest information to support systems fault diagnosis.
- Utilising Workflow Management Tool to design and write reports on an ad-hoc basis and develop workflows, online forms, associated tasks and messages based on requests
- Understanding commitment to organisation priorities
- Capacity to direct all operational facets based on strategic and operational plans for the division
- Capacity to undertake mentoring, on the job training of staff to meet established performance expectations
- Able to meet pre-determined targets and deadlines
- Ability to being flexible and adapt work practices to suit circumstances in business
- Ability to motivate staff and assist with coordinating work activities

Decision Making
- The position makes independent decisions on the technical advice & support for ANSTO technology environment
- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to customers and is required to ensure that decisions are based on sound evidence, The position works in a high call volume operation whereby independent decisions on priorities of responses to clients are required.
- The position contributes to the functions of technical & operational support for enabling business functions whereby end users are seeking solutions to process related issues
- The position will maintain a high level of customer focus in particular identifying potential business impacts to technical issues
- The position makes decisions on escalation points to Level 2/3 support as and when required

Key Challenges

The major challenges for this position include:

- Liaising with customers within a timely manner sometimes in demanding situations.
- Ensuring technical skills are maintained and improved as more incidents are being devolved to the service desk
- Effective communication with customers and service desk team members to achieve agreed outcomes.
- Keep abreast of updates to their specialised skills and systems requirements.
- Ensuring Technical knowledge is kept to date and documented promptly within Knowledge Base.
- Fulfilling OHSE responsibilities as specified in AS 2362 of the ANSTO OHSE system.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	• Receive guidance and direction • Provide regular updates on key tasks, challenges and critical issues that may impact customers, ANSTO's reputation • Provide evidence based advice • Recommend and gain endorsement for plans and goals and other initiatives • Escalate issues and propose solutions
Work area team members	• Provide expert advice and analysis on a full range of matters • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Support team members and work collaboratively to contribute to meet objectives • Negotiate and resolve conflicts
Divisions of ANSTO	• Provide 1st line support to all divisions

POSITION DIMENSIONS

Staff Data

Reporting Line	Reports to the Endpoint Systems & Support Manager
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements

Location:	Lucas Heights onsite and working in different areas of ANSTO as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, movement around office and site, extended hours working at computer)
Radiation areas:	Not required

Hours:	Willingness to work extended and varied hours based on operational requirements
	Variable start/finish times in accordance with roster to provide coverage 8.00am to 5.00pm
	After hours work may be required for short and infrequent periods
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements

Workplace Health & Safety

Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers
	Managers / Leaders / Supervisors
	Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On file

Delegations

The levels of authority delegated to this position are those approved and issued by the CEO. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Knowledge, Skills and Experience

At the Band 3 Role requires:

1. Diploma in Information Technology or relevant discipline and\or equivalent experience.

2. Experience in providing proactive support and quality customer service

3. Demonstrated ability to handle technical problems with PC hardware, software and networks over the phone

4. Demonstrated ability to handle requests for all Operations requests of a non-technical nature over the phone

5. Technical skills in supporting Windows based desktop systems, future Linux OS and local applications

6. Team oriented, friendly self-starter with a 'can-do' attitude and the ability to work flexibly as part of a dynamic and fast-paced organisation.

7. High level written and verbal communication skills suitable for writing reports, influencing, and communicating technical information.

8. Ability to identify and contribute to continuous improvement.

9. ASM Service Management knowledge or similar.

10. ITIL Foundations certification.

In addition the Band 4 role requires:

1. Technical skills to create workflows, reports and message templates in a service management tool

2. 3-5 years' experience providing first level technical support

3. Experience in providing high quality support for complex technical issues

4. Demonstrated ability to identify opportunities for improvement relating to existing procedures, process, and documentation updates

5. Demonstrated high reliability regarding adherence to schedule.

6. Demonstrated ability to coach and mentor team members

7. Demonstrated ability to provide end to end case management relating to complex problems

8. Demonstrated ability to liaise with other team members on technical issues

9. Technical skills to create workflows, reports, and message templates in a service management tool

10. Experience managing high priority incidents, performing QA of service delivery standards for continual service improvement, and demonstrated experience leading major incident management processes with timely creation and distribution of communications for IT Services.

11. Strong ITIL; Service Management framework and Service Delivery framework experience.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Abdul Shahmeel	Name:	Marianne Morton
Title:	Endpoint Systems and Services Manager	Title:	Chief Information Officer
Signature:		Signature:	
Date:		Date:	

Officer Service Desk Linked Role (PD-0417)
Band 3 to Band 4 Transition Checklist

Name:	
Commencement Date:	
Assessment Date:	

Note: Full written submission demonstrating and justifying how the employee meets the requirements must also be attached.

Requirements for transition	Met Criteria	
Demonstrated examples of knowledge, skills and experience expectations at a Band 4 level of competence	☐ Yes ☐ No ☐ Yes ☐ No	
Multi skilled to provide solutions to the Service Desk Team for service requests across multiple functions including: - Taking escalated calls above a level 1 - Case managing calls, and provide root cause analysis to support further process improvements and provide recommendations for system enhancements	☐ Yes ☐ No ☐ Yes ☐ No	
Coaching, Training, mentoring and providing feedback to other team members and effectively transferring their knowledge to peers.	☐ Yes ☐ No	
Updating knowledge management articles and reviewing articles to ensure they are accurate, completed within the required timeframe.	☐ Yes ☐ No	
Buddying with less experienced team members to provide structured learning to the team.	☐ Yes ☐ No	
Updating BMS documents as part of ongoing project work.	☐ Yes ☐ No	
Supporting the IT segment of the ANSTO induction, including attending induction sessions to present the IT material to new employees	☐ Yes ☐ No	
Running daily huddles and team meetings, contributing to goal setting for the team.	☐ Yes ☐ No	

Utilising Workflow Management Tool to design and write reports on an ad-hoc basis and develop workflows, online forms, associated tasks and messages based on requests.	☐ Yes ☐ No
Demonstrating quality assurance to tickets and improving processes or documentation	☐ Yes ☐ No
Customer-oriented, able to work autonomously and under pressure	☐ Yes ☐ No
Identifies and drives continuous improvement aligned to business and technology requirements, implement automation and self-service processes to improve user experience, responsiveness.	☐ Yes ☐ No
Experience implementing and embedding new capabilities, processes, and ways of working- motivating teams to work together to achieve a better outcome.	☐ Yes ☐ No