Role Description

General information

Title:	ICT Service Desk Analyst			**Classification:**	AS03
Division:	Corporate Services	**Branch:**	Information & Communication Technology	**Business Unit:**	ICT Operations
Type of Appointment:	Term Contract	**Hours of Duty:**	37.5 hours per week	**Location:**	11 Waymouth Street

About Us

South Australia is internationally recognised for the quality of its agriculture, food, and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

Purpose

The ICT Service Desk Analyst is primarily responsible for providing analysis and resolution of business system issues and configurations to all PIRSA and supported Agencies staff. The role will be responsible for issue logging, basic troubleshooting, and customer service for internal ICT requests. The ICT Service Desk analyst provides first and second level of support to staff and contributes to the effective operation of all ICT services within PIRSA. The ICT Service Desk Analyst will ensure the delivery of excellent customer service, which is proactive, cooperative, and dependable by analysing user needs and developing rapport with the client base for the purpose of improving customer satisfaction.

The role contributes to delivering the agency's priorities including "Stimulate value growth" and "Manage risk & recovery".

The role contributes to delivering systems and technology that support high levels of customer service and responsiveness and technological innovation capabilities.

Key Accountabilities

- Providing a high level of customer service as the primary point of contact for all PIRSA staff.
- Managing enquiries and calls from initiation to resolution.
- This includes first level support for all telecommunications equipment/services.
- Providing appropriate advice to staff regarding the effective use of PIRSA ICT equipment, software applications and telecommunications services.
- Liaising with 3rd party vendors to report issues, diagnose system faults and request service changes.
- Capturing and accurate recording of all relevant information relating to reported incidents, problems, and service requests in the IT Service Management platform.
- Ensuring knowledge capture and sharing within the team.
- Assist in creating and updating relevant Customer Support documentation to assist with staff development in hardware, telecoms and applications use.

Key Deliverables / Results

- Correspond with customers effectively in both written and verbal formats.
- Provide customers with timely feedback on unresolved enquiries and details when issues have been resolved.
- Customer feedback score is kept at a high level.
- All hardware, software and telecommunication asset information is accurately recorded and maintained.
- All ICT support documentation is up to date and easily obtainable by end users.
- Demonstrates ongoing commitment to increasing (technical) knowledge both through

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	hands-on, ad-hoc and formalised learning methods.

Relationships

- Role reports to ICT Service Desk Team Leader.
- No roles reporting to this role.
- Works as an integral team member of the ICT Operations team.
- Works closely with all other members of ICT.
- Liaises regularly with external service providers.

Requirements

- Possession of a current driver's license and willingness to drive.
- The position is rostered between the hours of 8:00am and 5:00pm Monday to Friday.
- Out of hours work and inter / intrastate travel may be required.
- You acknowledge your work, health and safety obligations and our expectations.
- The incumbent will be required to undertake emergency management training and must be willing to participate in emergency preparedness, response and recovery activities required by government agencies.

Qualifications

- Desirable: ITIL Foundation v3/v4.
- Desirable: Microsoft M365 certifications.

Capabilities

Capability	Behaviours
Professional & Technical Knowledge Gains a satisfactory level of technical and professional skills/knowledge in job-related areas; keeps abreast of current developments and trends in areas of expertise. Develops and progresses with identified training courses.	• Maintains up to date knowledge and skills in PC hardware, mobile devices, software, operating systems, telecommunications and networking technologies. • In particular Microsoft Windows Operating Systems, M365, and the application of (Azure) Active Directory services in a large, networked environment. • Maintains up to date knowledge and skills in PC peripherals including printers, scanners, mobile devices, broad band devices, and other wireless devices. • Provides advice on technical matters to facilitate solutions for existing problems. • Explains technical information accurately and clearly to non-technical people.
Customer Service Support (CSMG Level 2)	• Acts as the routine contact point, receiving and handling requests for 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.
Incident Management (USUP Level 3)	• Following agreed procedures, identifies, registers and categorises incidents. • Gathers information to enable incident resolution and promptly allocates incidents as appropriate.

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	• Maintains records and advises relevant persons of actions taken.
Problem Management (PBMG Level 3)	• Investigates problems in systems, processes and services. • Assists with the implementation of agreed remedies and preventative measures.

HRMS No:		**ANZCO Code:**		**Objective ID:**	
Delegate Approval:				**Date:**	
Approved and Classified by People and Culture:					

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