

Position Description

Private and Confidential

Senior Service Desk Analyst

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Senior Service Desk Analyst
Location:	Bathurst/Orange
Job Type:	Permanent Full Time
Reports to:	Service Desk Team Leader
Direct reports:	Nil

Service Description

LiveBetter Technology Services team is responsible for the effectiveness of information technology across the entire organisation. We continually assess the needs of the organisation to ensure our technology landscape will support the organisation well into the future. Technology Services is responsible for planning, networks, servers, data, integration, business intelligence, software development, information system management, communication technology, endpoint technology and information security.

Key Position Responsibilities

The primary objective of **Senior Service Desk Analyst** position is to act as the experienced senior technical face of the Service Desk to the entire organisation and provide technical leadership to the Service Desk Team. This will include supporting desktop environments through hardware deployment, software deployment, troubleshooting, user support and user profile management. This position is responsible for creating and managing users within the network, as well as ensuring computing equipment is continuing to support our staff to do their best work.

Core responsibilities for this position include:

- Provision of 1st and 2nd level support as part of a Service Desk team to staff across the entire organisation
- Act as a technical escalation point for the Service Desk Team.
- Provide exemplary Service for Live Better staff and lead by example for the Service Desk team.
- Management of critical Technology incidents, as per Critical Incident Procedure, keeping the staff informed until resolution. This includes involving/escalating to appropriate Technology Services Specialists or subject matter experts; communicating status to impacted staff; preparation of DRAFT Post Incident Review Report.
- Provide technical subject matter expertise, leadership, and guidance to the Service Desk Team and staff.
- Communicate clearly, taking ownership of resolving issues and surpassing staff expectations.
- Deployment of new PCs, Laptops, mobiles, tablets, and smart technology across the organisation.
- Deploying of software to and managing Windows 10 desktop environments.
- Maintaining and reviewing technical documentation, including procedures, processes, and asset registers.
- Reporting on Service Desk performance to the Service Manager.
- Working as efficiently as possible and implementing service quality and efficiency improvements under the supervision of the Service Manager.
- Ensuring minimum service levels are met and proactively raise issues with Technology Services management.
- Manage and/or participate in special Technology Services projects.
- Performing other roles or work as requested by the Service Manager or Head of Technology Services.

Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities assist in identifying risks and controls
- Report all emerging risks, issues and incidents to their manager or appropriate officer

Person Specification

Qualifications and Background

- Current Australian Driver Licence
- Relevant Industry Certifications (Microsoft, CompTIA, Cisco) or Tertiary qualifications in Information systems, Data Analytics, Business Management
- Minimum 5 years' commercial service desk experience providing 1st and 2nd level support

Essential Criteria

- Demonstrated extensive knowledge and experience in a vast array of Technology Services applications, systems, processes, including but not limited to:
 - Office 365 productivity tools; Microsoft SharePoint administration and customisation
 - Microsoft solutions such as Configuration Manager for desktop management
 - iOS and Android operating systems, including use of an MDM (Mobile Device Management) such as InTune
 - Remote desktop management tools
 - Critical Incident Co-ordination
 - Simulated Phishing and related tools to improve Information Security awareness for staff
 - Provision of support in a Windows 10 environment
 - Experience managing identities within Microsoft Hybrid environments (AD & Azure AD, hybrid Exchange)
 - Deploying software and operating systems onto Windows-based PCs/Laptops
 - Third party provider liaison
- Demonstrated ability to manage own workload within a service desk environment as part of a high performing team
- Understanding of SD-WAN technologies.
- Experience with establishing small networks, switches and routers.
- Experience in Critical Incident Management.
- Ability to provide a prominent level of quality customer service in an empathic and efficient manner.
- Effective written, verbal, and interpersonal communication skills.
- Sound analytical skills with the ability to recommend service improvements; and provide solutions.

Desirable

- ITIL Certification, with experience working within a high quality ITIL service management framework.
- Experience with JIRA administration and JIRA Service Desk.
- Experience managing staff and endpoint devices within a modern VOIP system.
- Microsoft Certification with any of: Power BI, Intune, O365 or SharePoint.

Other requirements

1. Pass a National Criminal History Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.
4. Ability to travel to meet requirements of position.
5. Ensure compliance with all LiveBetter policies and procedures.

The role involves occasional travel throughout NSW and Qld that will include overnight stays. The role may also involve being on call outside of business hours on a rotating roster.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			