

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Service Desk Analyst</b>
<b>Reports to (Title)</b>	<b>Service Desk Team Leader</b>
<b>Group Director/ Chief</b>	<b>CIO, Information Technology</b>
<b>Department</b>	<b>Information Technology</b>
<b>Position Location</b>	<b>Hybrid / Cabrini Mount Waverley</b>
<b>Award/Agreement</b>	<b>Salary &amp; Conditions in accordance with Contract of Employment</b>
<b>Delegation of Authority Level</b>	<b>N/A</b>

### Position Summary & Role Purpose

The Service Desk Analyst is responsible for delivering technical support to both internal and external customers, addressing a wide range of technology-related issues involving both software and hardware. The core responsibility of the role is to troubleshoot, diagnose, and resolve technical problems through various communication channels such as phone, email, or chat, ensuring prompt and effective solutions. As part of a Service Desk support team, the analyst works to resolve issues from start to finish or escalates complex or unresolved issues to senior technicians or specialized teams. The Service Desk Analyst is responsible for documenting all interactions, tracking tickets, and contributing to the continuous improvement of support processes and knowledge bases.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Leadership and management

- Undertake first-line support to both employees and external clients, addressing a variety of technology-related issues, including operating system errors, software malfunctions, and hardware failures.
- Efficient and thorough handling of allocated service tickets, from the initial inquiry to resolution.
- Take ownership of cases, ensuring follow-up and support until the issue is fully resolved.

##### 1.2 Operational Responsibilities

- Availability to work on a 24 x 7 Service rotating roster, including the ability to autonomously provide after-hours support.
- Work to quickly identify the root cause of reported technical issues, using a combination of diagnostic tools, system logs, and troubleshooting techniques.
- Accurately log all customer interactions, technical issues, and resolutions in the ticketing system.
- Keep detailed records of support requests, following the company's protocols for ticket management and ensuring that all steps in the resolution process are documented for future reference.
- Escalate complex cases as needed to senior technicians or subject matter experts, providing them with detailed background information to facilitate quicker resolution.

- Create and update a comprehensive knowledge base of frequently encountered technical issues and their solutions.

### **1.3 Resource Management**

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

### **1.4 Contributes to the achievement of professional expertise for self and direct reports through:**

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

## **2. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

## **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high-quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

#### 4. **Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

#### **Organisational Relationships**

- Reports directly to the Service Desk Team Leader
- Maintains a close collaborative working relationship with the Cabrini Information Technology team

#### **Staff Development**

**The Service Desk Analyst will demonstrate a commitment to personal and professional development of self and staff by:**

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

#### **Key Competencies**

**The Service Desk Analyst must demonstrate the following requirements:**

#### **ESSENTIAL**

##### **Educational/Vocational**

- Tertiary qualification in information technology or similar field of study, or equivalent industry experience

##### **Experience/Knowledge**

- Familiarity with ITIL concepts and ITSM platforms such as Service Manager, ServiceNow, CA Service Desk or Remedy.
- A strong customer service focus and interpersonal skills.
- Deliver robust provisioning for the office desktop, mobility assets and other related technology
- Strong analytical and problem-solving skills.
- Experience troubleshooting endpoint devices and Microsoft and other software products.
- Troubleshooting ability in the following systems: Microsoft Operating Systems (Windows 10 and Windows 11), Microsoft Office 2016 and Office 365, Windows Server (Active Directory, MS Exchange & SCCM), Remote Desktop, Citrix, MFA products, Dameware & VPN.
- Knowledge of in-house specific apps (desirable): Electronic Medicine Management (EMM), Workforce Planning, Workday, Dimensions, Patient Administration Systems (PAS), IPharmacy, Charm.
- Self-motivated and proactive approach to work and professional development.
- An enthusiastic team member with a willingness to share knowledge and contribute ideas.

## Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

## Cabrini Mission, Values and Behaviours that Matter

### Our mission

#### WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

#### WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

#### WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

### Our values

*Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.*

#### Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

#### Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

#### Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

#### Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver

- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

### Behaviours that matter

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

#### **We are committed to safety and quality:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

#### **We are here to provide service:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

#### **We work together to achieve the best outcome:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

**We exhibit a positive attitude:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour


**We want to build a just and sustainable community:**

<b>Behaviours that matter</b>	<b>Unacceptable behaviours</b>
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

**Authorised:**   
\_\_\_\_\_  
**Chief Information Officer**

**05/12/24**  
**Date**