

POSITION DESCRIPTION

POSITION TITLE:	Service Desk Analyst
SECTION:	Information Technology and Services
REPORTS TO:	Service Delivery Lead, Information Technology and Services
CLASSIFICATION:	Clerical and Administrative Officer – Level 3
AWARD:	Townsville Catholic Education Office – Clerical Employees Collective Agreement – 2007
LOCATION:	Townsville Catholic Education Office

OUR ORGANISATION

Townsville Catholic Education (TCE) supports 29 schools within the Diocese, located throughout a diverse region including urban and rural environments extending to Mount Isa to the west, Proserpine to the south and north to Ingham. The Catholic Diocese of Townsville provides a diverse range of education choices including primary, secondary and Prep-to-Year 12, as well as kindergarten and child care facilities. Each setting provides a high educational standard in a caring and a stimulating environment. The Diocese has a growing Indigenous education program and some of our schools offering both boarding and day-student facilities.

TCE employs in excess of 2,500 teaching, professional and ancillary/support employees to fulfil our mission of providing quality educational services through our Catholic school communities. A Catholic education involves much more than simply teaching the educational basics. It encourages students to embrace Catholic values and faith while providing them with an excellent education and diverse life experiences that will prepare them to be a contributing member of the community in their adult lives.

The proud reputation Catholic schools enjoy within the Diocese today is based on the strong tradition built by religious orders who founded Catholic Education in the Townsville Diocese in 1872.

Please visit our website for additional information <https://www.tsv.catholic.edu.au/>

OUR SYSTEM VISION

“The promotion of the human person is the goal of the Catholic school”

THE CATHOLIC SCHOOL ON THE THRESHOLD OF THE THIRD MILLENNIUM, 1998

OUR VALUES JESUS TEACHES US:

<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>COMMUNITY <small>(John 15)</small></p> <p>The greatest commandment Jesus teaches us is to Love God, Love others.</p> </div>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>LOVE <small>(John 4:7-19)</small></p> <p>Love is the core value of the Gospels.</p> </div>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>PROMOTING LIFE IN ABUNDANCE <small>(John 10:10)</small></p> <p>God wants us to live life to the full.</p> </div>
<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>INCLUSION <small>(Luke 19:10)</small></p> <p>God invites all to live in God's love, including those that might be excluded by society.</p> </div>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>RECONCILIATION <small>(Luke 15:11-32)</small></p> <p>Jesus' supreme act of love in dying on the cross reconciled humankind to God.</p> </div>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>HOPE <small>(Luke 24:33-35)</small></p> <p>We can all hope for the fullness of glory with God because God is faithful to His promises.</p> </div>
<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>JUSTICE <small>(Matthew 25:31-46)</small></p> <p>Jesus lives the virtue of justice rendering to all of us a message of living for others even unto death.</p> </div>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>LIBERATION <small>(Luke 4:16-21)</small></p> <p>God frees us from all evil if we trust in God and live our life in God.</p> </div>	<div style="background-color: #f4a460; padding: 5px; border: 1px solid #ccc;"> <p>COMPASSION <small>(Luke 10:30-37)</small></p> <p>In Jesus' life of love we witness the compassion of God - his acts of mercy towards others.</p> </div>

ABOUT THE ROLE

The Service Delivery Analyst (SDA) is an Information Technology professional who supports services within the Information Technology and Services (ITS) Team. The SDA is the first point of contact for all notifications of incidents and requests for service.

The SDA will apply a range of basic technical and other skills involving application of knowledge gained through experience and/or pre-defined documentation to successfully carry out the support of the services defined in the Service Catalogue.

The SDA will work to resolve IT support requests, invoke vendor cases and escalate advanced cases within the Service Delivery teams, maintaining service records throughout the end user support process. The SDA will perform remote troubleshooting through diagnostic techniques whilst maintaining excellent communication with the end user.

The SDA will have input into the Continual Service Improvement Program and have a role in ensuring documentation is available for skill sharing and training.

The SDA reports directly to the Service Delivery Lead, ITS and will work as part the team co-located at Eastbrooke Health Hub in Thuringowa Central.

Key Accountabilities

- Execute Incident resolution via diagnosis and troubleshooting of technical issues within the incident lifecycle to ensure high standard IT support to all students and employees
- Determine and facilitate relevant solutions based on the issue and details provided
- Assist with the creation and maintenance of technical documentation
- Troubleshoot, resolve and escalate issues to maintain system performance to meet student and employee demand
- Record incidents, service requests and their resolutions per agreed processes
- Ensure required controls are adhered to without compromising responsiveness and availability
- Other duties as reasonably directed by the Service Delivery Lead, ITS.

STATEMENT OF RESPONSIBILITY

The carriage of the role will always presume the role-holder's responsibility to act cognisant of, and in harmony with, the Mission and Purpose of Catholic Education and Catholic Education policies.

The employee will be expected to abide by the *Statement of Principles for Employment in Catholic schools*, the *Staff Code of Conduct* and other Diocesan guidelines.

Employees will maintain appropriate confidentiality, sensitivity and empathy in the execution and management of all matters.

Employees will demonstrate a willingness and acceptance to initiate and participate in relevant training and professional development opportunities.

Each employee is responsible for ensuring his/her health, safety and wellbeing and is expected to not willingly place at risk the health and safety of one's self or others.

Employees will:

- Adhere to Work Health and Safety instructions
- Promote a commitment to safe work practices
- Be familiar with workplace incident, hazard and accident reporting and emergency procedures
- Take reasonable action to avoid, eliminate or minimise risk and hazards
- Utilise personal protective equipment

- Participate in the development of a safe and healthy workplace
- Seek information and advice as necessary and comply with instructions.

ABOUT YOU

Experience

- At least one year experience in an ICT Customer Support role
- Demonstrated understanding of principles of customer service
- Demonstrated ability to work independently and as part of a team
- Good understanding of computer systems, mobile devices, networks and other IT products/services.

Knowledge

- Ability to develop and sustain productive working relationships
- Knowledge and resilience in managing stressful situations
- Good written, verbal, visual and non-verbal communication skills to ensure positive engagement with employees, parents and visitors
- Ability to manage time and competing deadlines in a busy environment
- Awareness of ITIL v3+ Service Management processes/practices.

Skills

- Enthusiastic, energetic, flexible with a proactive attitude
- Flexible and responsive to the needs of the TCE community and driven to achieve the best outcomes
- Willingness to learn and develop in a supported environment
- Motivated with a “can do” attitude.

Mandatory Criteria/Professional Registration/Other

- Current *Working with Children Suitability Card* or eligibility and commitment to obtain same
- Current Driver’s Licence
- Ability to travel from time to time within the Catholic Diocese of Townsville
- Ability to perform the physical requirements of the role in a safe manner.

Desirable Criteria

- Windows, Hardware, Security, or other certifications highly desirable
- ITIL v4 qualifications
- Tertiary qualifications in a related field or equivalent experience
- Relevant industry experience in the education sector.

Some employees may be subject to pre-employment medical assessments during the selection process. Depending on the nature of the position, it may be necessary for successful applicants to be immunised against certain preventable diseases in order to minimise the risk of transmission.

HOW YOU WILL BE ASSESSED

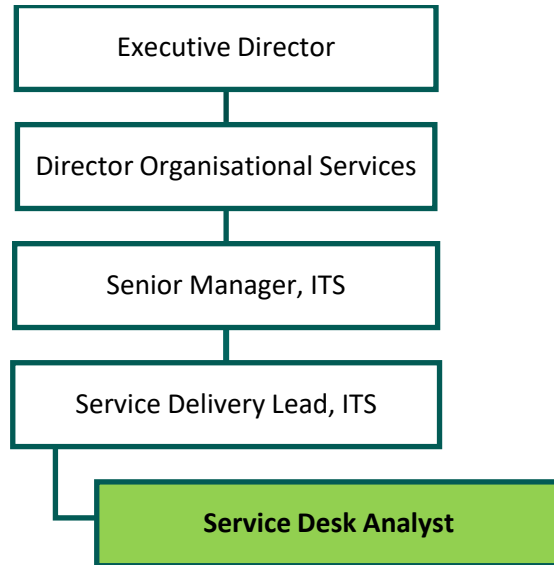
How we do things is as important as what we do, therefore you will be assessed on your ability to use your experience, knowledge, skills and competencies confidentially with good judgement and wisdom.

You will be assessed on your ability to demonstrate the following four capabilities – Personal, Professional, Relational and Organisational within context to the key accountabilities identified above.

Capabilities	
Personal	Professional – Knowledge and Understanding
Engages in self-reflection	Is aware and responsive
Gives witness to personal faith and commitment	Integrates a Catholic stance in area of responsibility
	Supports and engages change processes
Displays a sense of self-efficacy and personal identity	Demonstrates appropriate styles of decision making
Displays intuition as well as logic and reason	Inspires a collegial purpose and vision
Projects confidence, optimism and resilience	Supports efficient and robust structures and systems
Demonstrates honesty and integrity	Focuses on core outcomes and accountabilities
Demonstrates ethically responsible behaviours	Engages in workplace learning and relevant professional development
Is morally courageous	Operates with a commitment to sound educational focus
Demonstrates a commitment to personal spiritual growth	Operates with a spirit of service and professionalism
Displays imagination and vision	Develops moral purpose
Integrates work and personal life	Demonstrates capacity to provide professional support
Engages with the Catholic culture	
Is culturally sensitive	
Social and Interpersonal	Organisational
Is relationally adept	Gives priority to the Church's mission in education
Is emotionally mature	Engages in future thinking, aware of the big picture
Is guided by the spirit and teachings of the Gospel	Supports organisational capacity to respond to contemporary and future needs
Communicates with confidence	Avoids imposing old paradigms on new realities
Is authentically present	Supports a growth promoting workplace
Displays a trusting disposition	Exercises committed and ethical stewardship
Supports collaborative and productive working environments	Contributes to organisational sustainability
Engages in positive politics	Supports a sharing organisational culture that focuses energies and talents
	Operates in fidelity to Catholic social teaching and environmental responsibilities

REPORTING & OTHER RELATIONSHIPS

The Service Desk Analyst is accountable in the first instance to the Service Delivery Lead, ITS and then to the Senior Manager, ITS. The Service Desk Analyst consults and liaises with other TCEO personnel, Principals in schools, and other Diocesan staff/committees, where appropriate.



ACKNOWLEDGEMENT

I have read, understood and acknowledge the scope and responsibility of the position outlined in this position description.

Employee Name: _____

Signature: _____ **Date:** _____