

## POSITION DESCRIPTION

<b>Position Title:</b>	Service Desk Analyst
<b>Business Unit/Department:</b>	Service Desk
<b>Division:</b>	Digital Technology Services (DTS)
<b>Award/Agreement:</b>	VPS Health and Allied, Managers and Administration Officers
<b>Classification:</b>	HS 2
<b>Reports To:</b>	Manager, Service Desk Manager, Service Management Office
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	15 February 2021

### Position Purpose

This position is responsible for providing day-to-day resolution of incidents and requests logged primarily by phone, emails and portal. The Service Desk team can receive up to 300 calls per day and 100 tickets logged via email and portal. As part of this role, there is a requirement to work through a rotational roster to provide after hour coverage as required. This role requires knowledge and hands on experience in using an ITIL (*Information Technology Infrastructure Library*) based IT service management (*ITSM*) system. A key function of this role is to provide assistance to Western Health (*WH*) staff, configuring or operating end user technology devices, and other similar tasks that arise from time to time. Flexibility to work throughout Western Health's catchment region as necessary and to work outside normal business hours is integral to this role as is the ability to work under broad direction with minimal supervision.

The role acts as a key conduit between the technical operations team, end-users, and/or the various managerial/supervisory/administrative staff within Western Health who request new personnel. The role evaluates the IT operational processes within the organisation and helps develop improved processes and workflows to provide better value to staff and the organisation. The role will also be responsible for improving computer literacy and maximise staff's use of technology through the knowledge base.

This position will also be responsible for the provision of accounts for end-users of clinical and non-clinical systems at Western Health, including but not limited to Western Health's Cerner EMR and Patient Administration System (*iPM*).

### Business Unit Overview

Western Health Digital Technology Services (DTS) provides leading, innovative, vibrant, and excellent digital solutions to everyday hospital issues that enable increased productivity and effectiveness to Western Health staff and customers which will ultimately lead to improved patient care.

### Our Vision

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#### Purpose statement for Digital Technology (DT) Services at Western Health:

- Providing a responsive and high level of Service Delivery through proactive and consultative services that are focused on the business requirements
- Establishing ICT technology as a business enabler by providing a digital enabled environment that supports the business environment and is agile to business change
- Alignment of business needs and user requirements to DTS value and effectiveness (*particular attention to obtaining the maximum benefits from the DTS investment*)
- Digital Technology Services is responsible for DTS infrastructure, software applications, communications (*voice, data and wireless*) and computing services at Western Health

#### Key Responsibilities

##### **The DTS Service Desk Analyst is responsible for the following:**

- Deliver first line IT support to staff and stakeholders at Western Health via the phone
- Ensure all requests and incidents are recorded and updated immediately into Cherwell Service Management system, including all relevant actions and information, with an emphasis on accuracy and detail.
- Monitor, triage and/or action logged jobs received via the web portal, emails or other forms of communication.
- Investigate and troubleshoot technical issues.
- Update customer on the status of reported incidents and service requests.
- Utilise the knowledge base and the training provided to resolve customer's issue in the first instance whenever possible.
- Resolve incidents and complete service requests within established SLA timeframes.
- Escalate unresolved issues to appropriate support group according to agreed SLAs.
- Contribute to information sharing within the team by documenting processes and standard operating procedures as required and proactively update the Knowledge Base for both client and support staff
- Deliver consistently high levels of customer service whilst striving for a high level of first contact resolution.
- Adhere to DTS IT Service Management processes for handling all IT issues via defined Incident, Major Incident and Problem management processes.
- Provide input and assistance to customers by automating and providing self-service solutions where feasible.
- On-boarding new contractors/staff into clinical and non-clinical systems managed by DTS.
- Off-boarding contractors/staff from systems managed by DTS
- Modifying end-user access for users to provide appropriate and secure access to applications, systems or data
- Auditing end-user access where required to ensure that it is compliant with various standards for security/confidentiality/privacy/legislative requirements

##### **The DTS Service Desk Analyst will also be responsible for the following:**

- Installing and configuring computer applications
- Talking to staff or clients through a series of actions, over the telephone or walk-ins to help set up systems or resolve issues
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults
- Providing support, including procedural documentation and relevant reports
- Following diagrams and written instructions to repair a fault or configure a system
- Manage Service Desk tickets, planning and prioritising systematically to resolve issues within SLA targets and ensure operational efficiency
- Provide technical assistance to project teams and undertake technical project roles when required
- Demonstrated experience in supporting mobile devices, such as smartphones and tablets
- Perform other duties as requested, consistent with the classification level of the position

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**Special Requirements:**

- The incumbent will be required to work on a rotating roster including late shift when and as required (incl. at short notice).
- This position will be required to work outside normal business hours including weekends and public holidays.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

**Key Working Relationships****Internal:**

- Western Health's DTS Senior Leadership Team and DTS Team Members
- Western Health's EMR Support Team
- Other Western Health stakeholders, strategic partners, community participants, and/or contractors including Government Department representatives
- Other Western Health employees and/or guests who may seek advice with regards to Western Health DT environment from time to time

**External:**

- Vendors of hardware, software or DT related services, including outsourced services
- Melbourne Health Shared Services teams and Health Shared Services teams

**Selection Criteria****Qualifications**

- A relevant tertiary qualification and extensive relevant experience or an equivalent combination of relevant experience and/or education or training.

**Essential (STAR/SMART method selection criteria)**

- Experience using and configuring processes within an IT System Management (*ITSM*) toolset with demonstrated experience in one or more of the following ISTM toolsets:
  - Cherwell
  - ServiceNow
  - Zendesk
- Proven experience within an IT Service Desk environment with the ability to troubleshoot complex technical problems, effectively manage client complaints and improve digital technology services
- Demonstrated Microsoft Active Directory (AD) skills, including user and group management, with a working knowledge of organizational units and group policy
- Excellent written and verbal communication skills, including the ability to explain technical concepts to non-technical users.
- The ability to deal effectively and develop personal credibility with IT staff, senior management, clinicians, and other customers.
- The ability to prepare documentation and reports. Demonstrated capacity for interpersonal understanding in order to actively listen to understand others' thoughts, feelings and concerns.
- Be a team player with a positive attitude and build and maintain productive working relationships with a diverse range of internal and external stakeholders. Demonstrated ability to work collaboratively and cooperatively in teams across an organization to deliver shared goals.
- A high level of initiative, including the ability to formulate, develop and implement new ideas. Demonstrate personal drive and integrity by accepting personal responsibility for completion of work and exhibit effective prioritization & time management skills to deliver agreed outcomes within set timeframes

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- Demonstrated ability to work effectively with minimum supervision, be flexible and possess an ability to work in a changing service environment.
- Demonstrated technical analysis, troubleshooting/problem-solving and resolution skills; Technical skills required include substantial experience in service desk/desktop technologies including not limited to some or all of the following:
  - Hardware/operating system/application troubleshooting and support
  - Active Directory, DNS, DHCP, email, TCP/IP networking and web services
  - Microsoft Windows 7/10 installation, configuration, maintenance, and trouble-shooting
  - Apple iOS and Android
  - Installation, support and maintenance of print/copy/scan related technologies
  - Microsoft Office suite of applications 2010/2013/2016 etc.
  - Audio/Video/Communication (PABX) technologies
  - Experience in remote support technology
- Knowledge of one or more of the following clinical or administrative used within the Health sector:
  - Cerner EMR (*Electronic Medical Records*)
  - IPM Patient Administration System
  - EDIS Emergency Department Information System
  - Bossnet Digital Medical Record
- Current licensed car driver valid in the State of Victoria
- Available to work outside normal operating hours and weekends

#### **Desirable (STAR/SMART method selection criteria)**

- Experience in IT Service Delivery within a health environment (*i.e. Acute Health Services*)
- A qualification in IT Service Management
- Previous experience using IT Service Management tools in business operations
- 1+ years' experience in one or more of the following clinical or administrative applications within the Health sector:
  - Cerner EMR (*Electronic Medical Records*)
  - iPM Patient Administration System
  - EDIS Emergency Department Information System
  - BOSSnet Digital Medical Record

#### **Skills Framework for the Information Age (SFIA)**

##### **Service Level Management - SLMO (SFIA skill level 3):**

- Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service

##### **Application Support – ASUP (SFIA skill level 3):**

- Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks

##### **Incident Management – USUP (SFIA skill level 3):**

- Following agreed procedures, identifies, registers and categorises incidents
- Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
- Maintains records and advises relevant persons of actions taken

##### **IT Infrastructure – ITOP (SFIA skill level 2):**

- Carries out agreed operational procedures of a routine nature. Contributes to maintenance, installation and problem resolution

##### **Network Support – NTAS (SFIA skill level 2):**

- Assists in investigation and resolution of network problems. Assists with specified maintenance procedures

##### **Database Administration – DBAD (SFIA skill level 2):**

- Assists in database support activities

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### **Customer Service support – CSMG (SFIA skill level 3):**

- Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to the creation of support documentation

### **Communication:**

- Builds respectful and collaborative relationships with internal and external stakeholders. Adapts style to communicate and influence effectively including the ability to explain technical concepts to non-technical users. Collaborates across teams by developing an internal network to achieve day-to-day work
- Organisational skills and attention to detail
- Demonstrates energy and an appropriate sense of urgency towards achieving team goals and individual deadlines. Plans and manages own activities and resources effectively and efficiently. Collaborates on work appropriately across the team and leverages available resources to achieve high-performance standards. Quickly identifies barriers that may impact delivery and manages or escalates appropriately. Ensures close attention to detail in work and checks and balances are in place to ensure accuracy

### **Additional Requirements**

#### **All employees are required to:**

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### **General Information**

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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