



### Our Purpose

To provide safe, customer-focussed, integrated and efficient transport services.

#### Position Title

Desktop Support Analyst

#### Level

3

#### Position Number

30273, 33113, 33122

#### Division/Directorate

Network & Infrastructure

#### Branch/Section

Information Technology / Service Delivery

#### Effective Date

May 2017

#### Health Task Risk Assessment Category

5

#### Reporting relationships

Superordinate: Service Desk Team Leader, Level 5

Subordinates: No Direct Reports

#### Key role of this position

As a senior member of the Service Desk team, the Desktop Support Analyst provides effective technology support for staff across the Public Transport Authority (PTA).

#### Core duties and responsibilities

##### Service Delivery

- Account management involving Active Directory, Exchange and internal applications.
- Escalation point for Service Delivery Analysts.
- Desk-side user support, including building and deploying PCs using the System Centre Configuration Manager (SCCM).
- Ability to create and deploy software packages using SCCM
- Maintains PC applications to recommended security standards.
- Works in accordance with Service Level Agreements and Operational Level Agreements.
- Develops and sustains effective working relationships with colleagues, customers and clients.
- Provides second level support for technology systems and services on a rostered basis.
- Installs, maintains and supports technology services to set requirements.
- Provides customer service of a high calibre to all customers to achieve ongoing customer satisfaction

##### Operational Effectiveness

- Contributes towards improving processes and practices within the Branch.
- Regularly seeks feedback and monitors own performance against targets, continuously seeking to improve.



### **Business Improvement**

- Provides technical assistance and coaching for junior Service Desk staff.
- Monitors performance and availability of technology systems and services, identifies problem areas, proposes and implements solutions to enhance these technology systems and services.
- Ensures recorded details for the network, computer asset register, problem recording system and work performed is kept up to date in the ITSM Toolset.
- Supports others by knowledge sharing within the team.
- Contributes to the creation and maintenance of Service Desk documentation and procedures.

### **Project Delivery & Support**

- Provides technical expertise on technology projects as required.

### **Other Duties**

- Represents the Branch at meetings as required.
- Provides guidance to others as required.
- Other duties as directed.

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## **Essential Work Related Requirements**

### **1. Job Specific**

- Possession of ITIL Foundation Certificate.
- Possession of a relevant technical qualification or certification and demonstrated experience in the delivery of second level support. Demonstrated advanced knowledge and experience of the installation and administration of IT hardware and software technologies.

### **2. Communication and Interpersonal**

- Excellent communication skills (written, oral and interpersonal) including the ability to develop a rapport with internal customers.
- Ability to work effectively and productively in a team environment and provide assistance and support for Service Desk Analysts.

### **3. Conceptual, Analytical and Problem Solving**

- Sound conceptual and analytical skills, including the ability to analyse information and resolve complex technology problems and issues.

### **4. Organisation**

- Sound planning and organising skills including the ability to prioritise tasks and to cope with competing demands and priorities with minimal supervision.

## **Special Appointment Requirements**

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Possession of a current Western Australian 'C' or 'C-A' Class Driver's License or equivalent.
- Ability to work some unsocial and extended hours and be 'on call' when required.
- Ability to work and travel in country areas on occasion.



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**Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Managing Director / Executive Director / General Manager**

.....  
**Signature**

.....  
**Date**

**Employee**

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
**Signature**

.....  
**Date**

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