



JOB DESCRIPTION FORM

Position Details

Position Title	Service Support Analyst
Position Number	12351
Classification	Level 3 (PSGOGA)
Division	Corporate Services
Branch	Information Management and Technology Services
Date Effective	1/05/2019

Reporting Relationships

Supervisor/Manager	Service Manager L6
Direct Reports	Nil

Overview of the Position

The Service Support Analyst is responsible for:

- Coordinating and delivering service desk services;
- Supporting the Systems Manager with network infrastructure services and cloud-based services;
- Maintaining and developing the service catalogue;
- Maintaining the information technology asset register in coordination with the Service Manager;
- Identifying opportunities for continual improvement in consultation.

Mission Statement

Mission

Our mission is to provide a fair and just criminal prosecution service for the people of Western Australia.

Vision

Our vision is to provide the highest quality prosecution service for the people of Western Australia.

Values

We are committed to applying the core values of justice, excellence, accountability, respect, independence, integrity and leadership to achieving our vision.

Culture

We strive to maintain a culture within which the people who make up the ODPP team are valued above all else. Those people are vital to the delivery of a prosecution service of the highest quality. We value a culture in which people treat each other with respect and in which people are provided with optimal training, knowledge and information: so they can perform their particular roles within the whole team to the very best of their ability. Further, we value a culture which provides mentoring, supervision and management of people, so that they are supported in their development and provided with equitable opportunity to achieve their career aspirations at the ODPP. By a culture which values teamwork, respect and support for each other, and which values providing people with the knowledge and opportunity to develop, we will be best placed to achieve excellence in the performance of the functions of the ODPP.

About the ODPP's Legal Practice

The ODPP is an agency within the WA Public Sector. It operates independently of the Government and reports to Parliament through the Attorney-General. It is a critical participant in the administration of justice in the State of Western Australia.

The ODPP's core legal practice involves the prosecution of charges of indictable offences in the Supreme and District Court jurisdictions. However, the legal practice extends well beyond those limits.

The practice includes:

- managing the prosecution of indictable offences and appearing at disclosure/committal hearing stage of proceedings at Perth Magistrates Court
 - conducting appellate proceedings on behalf of the State of Western Australia which arise from the prosecution of indictable offences
 - managing the prosecution of indictable offences and appearing at proceedings at the Stirling Gardens Magistrates Court
 - taking proceedings which arise under the Criminal Property Confiscation Act 2000
 - prosecuting charges before the Perth Children's Court and prosecuting indictable offences before the President of the Children's Court elsewhere in Western Australia
 - providing high level assistance to the WA Police Prosecuting Division
 - prosecuting some charges at Magistrates Court
 - considering requests by WA Police to secure the extradition of persons required to answer charges of indictable offences in Western Australia
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Job Description

KEY RESULTS AREA	OUTCOMES
<p>Service Desk Support and Improvement</p>	<p>Provide support of the IT environment, including:</p> <ul style="list-style-type: none"> • Coordinate and supervise the delivery of timely and high quality helpdesk and desktop support services to the ODPP legal practice, including the development of an IT service catalogue supporting business processes; • Coordinate and conduct installation and configuration of computer equipment and software; • Manage the ODPP’s Active Directory security system for user and computer requests to comply with security standards; • Assist and support the Service Manager with network infrastructure and cloud-based services; • Evaluate and review desktop hardware and software to ensure business requirements are met; • Liaise with vendors, contractors and service providers for support and maintenance of IT equipment, as required;
<p>Asset Management</p>	<ul style="list-style-type: none"> • Coordinate equipment, software purchases and replacement items in consultation with external service providers to meet business needs. • Assist with the budgetary planning of recommended equipment and software replacement. • Coordinate and maintain documentation on computer equipment and associated assets.
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Contribute to and implement continuous improvement strategies within the ODPP.
<p>Team Building</p>	<ul style="list-style-type: none"> • Actively participate in and contribute to the development, management and achievement of team objectives.
<p>Workplace Behaviours</p>	<ul style="list-style-type: none"> • Demonstrate ethical behaviour in all dealings with colleagues and stakeholders. • Comply with the Public Sector Code of Ethics and the ODPP’s Code of Conduct. • Demonstrate commitment to the core values of the ODPP.

Work Related Requirements

Essential:

COMPETENCY	DESCRIPTION
System Support	<ul style="list-style-type: none"> • Ability to coordinate and improve desktop and service desk services. • Ability to develop an IT service catalogue through alignment to business processes. • Demonstrated skills in supporting a network environment including servers, desktop computers, and cloud-based services. • Demonstrated knowledge of the IT principles for securing a network environment.
Analysis and Problem Solving	<ul style="list-style-type: none"> • Well-developed conceptual and analytical skills with the ability to develop practical and innovative solutions.
Time Management and Organisation	<ul style="list-style-type: none"> • Demonstrated ability to prioritise tasks and manage time to ensure that services are delivered in a timely, customer focused manner.
Communication	<ul style="list-style-type: none"> • Well-developed communication skills including the ability to produce technical and user documentation guides. • Demonstrated ability to communicate effectively with people of varying computer literacy skills or understanding.
Relationship Management	<ul style="list-style-type: none"> • Demonstrated ability to establish relationships and networks with staff, colleagues and external service providers.

Desirable:

COMPETENCY	DESCRIPTION
Qualifications	<ul style="list-style-type: none"> • Possession of a relevant tertiary qualification or equivalent relevant experience.

Certification

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

Signature



 Director Corporate Services

Date

1-5-19
