



Service Support Analyst

POSITION DESCRIPTION FORM

Region / Portfolio / Directorate:

Business Information Systems

District / Branch:

Service Operations

Work Unit:

Service Support

Position Description Number:

Generic 257

Rank / Level / Band:

Level 3

Position Category:

Choose an item.

Employment Conditions

Industrial Agreement/Award: Current PSA, PSGOGA and Agency Specific Agreement

Work Pattern: Shift work: As per relevant industrial agreement

Location: Perth

Position Objective

The Service Support Analyst's primary function is to provide business application support to the users of Western Australia Police Force (WA Police Force) business applications. The position is responsible for initial support for WA Police Force supported services as defined in the Business Information Systems (BIS) Service Catalogue.

Role of Work Unit

The Service Operations Division is responsible for the development and maintenance of appropriate policy and procedural frameworks for the ongoing service delivery and implementation of new applications and system changes in a production environment. Business Application support is provided by the Service Support Team, which forms part of the Service Operations Division.

Reporting Relationships

This position reports to:

- Assistant Manager, Level 6

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Business Support

- 1.1 Answers queries from users of supported applications and advises them on business processes to follow.
- 1.2 Accurate and timely logging and categorisation of all Incidents (including faults, requests for change, requests for service and requests for information) following BIS' approved service management processes.
- 1.3 Obtains and conveys concise incident information for resolver teams.
- 1.4 Autonomous decision authority to escalate business application issues and requests to resolver teams.
- 1.5 Provides a responsive and high quality support service to internal and external users of the WA Police Force systems.
- 1.6 Undertakes Smoke Testing post implementation of application changes as required.
- 1.7 Ensures clear, complete and concise information is provided to fellow team members at shift handover.

2 Reporting

- 2.1 Reviews, updates and maintains Service Support documentation and procedures as assigned by Service Support Management. This includes, but is not limited to, internal and external training material, web pages, work instructions, use case documents and process documentation.
- 2.2 Provides training to new Service Support personnel as required and instructed by the Service Support Supervisor or Management.
- 2.3 Analyses, develops and reports on Service Support statistics where requested by the Service Support Supervisor or Management.
- 2.4 Keeps the supervisor and management informed of potential issues likely to impact users and actively engage in the resolution of those issues.

3 Security

- 3.1 Assists with security access requests related to WA Police Force business applications systems.
- 3.2 Provides assistance to WA Police Force users in maintaining data quality for various business applications.

4 Other

- 4.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 4.2 Undertakes other duties as directed.

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Specialist Prerequisite(s)

It is a requirement that the position holder is successful in obtaining and maintaining a **NEGATIVE VETTING LEVEL 2** security clearance for the duration of their appointment in the position.

Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Communication

Liaises with personnel at all ranks/levels within the WA Police Force and various external agencies. Provides timely constructive responses to challenging customer enquiries. Prepares and reviews work instruction documentation for all supported services.

Analytical and conceptual

Provides quality assured data. Analyses and implements corrective action as required. Analyses data for input into call management reporting. Responds and adheres to approved BIS Service Support processes.

Organisation

Prioritises workloads and deadlines. Uses initiative to reschedule and organise work to reflect rapid changes. Ability to multi-task in a dynamic customer service environment.

Computer

Demonstrated ability to learn and understand customised business applications in addition to standard computer applications.

Desirable

Basic knowledge of the IT Infrastructure Library (ITIL) framework or relevant experience within an IT Service Management environment.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Certification

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

Position	Name	Date
Workforce Design and Consultancy	Pamela Soares	22/02/2018
District / Branch Head	Loic Mazeyrat – A/Assistant Director	26/02/2018