



Job Description Form

Our Purpose

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

Position Title

Service Desk Analyst

Level

2

Position Number

36498, 36499
(Nominated)

Division/Directorate

Operational Systems & Technology

Branch/Section

Service Delivery

Effective Date

January 2023

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 member of the Service Delivery Team, the Service Desk Analyst provides effective services support to staff across the Public Transport Authority (PTA).

Core duties and responsibilities

Service Delivery

- Provides first contact support for technology systems and services on a rostered basis.
- Develops and sustains effective working relationships with colleagues, customers and clients.
- Installs, maintains and supports technology services to set requirements.
- Works in accordance with Service Level Agreements and Operational Level Agreements.
- Performs account management involving Active Directory, Exchange and internal applications.
- Provides customer service of a high calibre to all customers to achieve ongoing customer satisfaction.

Operational Effectiveness

- Works well within a team as well as autonomously.
- Regularly seeks feedback on performance against targets; continuously seeking to improve.
- Contributes towards improving processes and practices within the Branch.
- Ensures recorded details for the network, computer asset register, problem recording system and work performed is kept up to date in the ITSM Toolset.
- Maintains accurate case records including meaningful and complete notes, correct escalation, correct CI, correct classification.
- Adherence to policies and procedures in the execution of duties.

Business Improvement

- Supports others by knowledge sharing within the team.
- Contributes to the creation and maintenance of Service Desk documentation and procedures.

Project Delivery and Support

- Provides support to technology projects as required.



Other

- Represents the Branch at meetings as required.
- Other duties as directed.

SELECTION CRITERIA

1. Core Competencies

- Possession of ITIL Foundation Certificate and/or significant experience in an ITIL environment.
- Relevant technical expertise and aptitude including relevant technology support activities.
- Experience in mobile device management (Android / iOS: phones, iPads, tablets).
- Demonstrated service delivery experience, including knowledge of the installation of PC hardware and software technologies and use of service management methodology and processes.

2. Communication and Interpersonal

- Excellent communication skills (written, verbal and interpersonal) including the ability to develop a rapport with internal customers.

3. Conceptual, Analytical and Problem Solving

- Sound conceptual and analytical skills.

4. Organisation

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

5. Special 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.
- Ability to occasionally work and travel in country areas.
- Ability to work extended, unsocial and irregular hours including shift, weekend work and being 'on call' as required.

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

