



## POSITION DESCRIPTION

<b>Position Title:</b>	ICT Service Desk Officer
<b>Commencement / Last Date Reviewed:</b>	February 2019
<b>Reviewed By:</b>	Director Information Management / CIO
<b>EBA:</b>	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Enterprise Agreement 2016 - 2020

## ORGANISATIONAL STRUCTURE

Role / Team	Area	Direct Reports
ICT Services	Information Management	NIL
EBA Classification	Reports To	Professional Accountability
HS2	ICT Service Delivery and Cybersecurity Team Leader	ICT Service Delivery and Cybersecurity Team Leader

## OUR VISION

**To Be Recognised Leaders in Rural Health Care**

## OUR VALUES

**CARING**

**EXCELLENCE**

**RESPECT**

**INTEGRITY**

**FAIRNESS**

## POSITION PURPOSE

The primary role of the ICT Service Desk Officer is to support the ICT Service Desk Team Leader in the provision of support for computer applications and infrastructure at Northeast Health Wangaratta (NHW) and partners. The ICT Service Desk Officer plays a key role in responding to incidents and service requests in an effective, efficient and timely manner. Where a request cannot be resolved at first point of contact the ICT Service Desk Officer will refer the request to the ICT Service Desk Team Leader and/or to the ICT Service Delivery and Cybersecurity Team Leader.

The ICT Service Desk Officer will use a Service Management Tool to record, log time and respond to requests from users and to escalate calls as appropriate to deliver optimum service and meet established Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

The ICT Service Desk Officer will provide remote and on-site support for computer applications, desktop, tablets, phones, smart-phones and notebook PCs as required and will be included in the service desk roster and NHW out-of-hours roster as required.

This role focuses on all ICT applications and infrastructure support for clinical and corporate applications. The ICT Service Desk Officer will be the first point of contact for an end-user for support.



## RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
<b>Core Role</b>	<ul style="list-style-type: none"> <li>- Be aware of, and practice according to, the organisation's aims, objectives and core values</li> <li>- Providing professional, responsive, timely and effective assistance to Customers in resolving a range of ICT related requests (by phone, email, face to face)</li> <li>- Actively seeking resolutions to new incidents, and building the Service Desk knowledge base</li> <li>- Recording incidents, service and change requests efficiently and accurately in the Service Management Tool</li> <li>- Ensuring a strong focus and commitment to resolving customer requests at the first point of contact, wherever possible</li> <li>- Attending to and resolving a range of desktop, laptop, mobile phone, printer and audio-visual incidents and service requests in clinical and corporate environments</li> <li>- Identifying and recommending initiatives that improve service to Customers</li> <li>- Monitoring, reporting on and initiating correct action on a range of hardware, software and network resources</li> <li>- Participating in projects and taking handover of new services when required to build knowledge and capability for ongoing Service Desk support</li> <li>- Maintaining ICT asset registers and inventory registers, and assisting with physical stocktakes</li> <li>- Coordinating, relocating and setting up ICT equipment for customers</li> <li>- Assisting managers and HR setting up new user accounts</li> <li>- Demonstrate the ability to work positively within a team to achieve team goals and work harmoniously and effectively with other team members to achieve service delivery excellence</li> <li>- Act in a professional manner at all times when dealing with internal and external Customers</li> <li>- Continually develop both personally and professionally to meet the changing needs of your career, industry and organisation</li> <li>- Motivated to achieve established goals</li> <li>- Prepared to participate in the organisation mentoring program as either a mentor or a mentee as required</li> <li>- Actively participate in the performance management process as required and to develop in consultation with your manager/ supervisor a personal / professional development plan</li> <li>- Work to resolve assigned cases in line with NHW's defined SLA's and according to established NHW's processes. Involvement as part of team to deliver project implementation opportunities for NHW and partners</li> <li>- Responsible for on-going development and implementation of ICT Service Desk support documentation, processes and procedures to facilitate the timely delivery of quality, customer focused services to NHW and partners</li> <li>- Responsible for maintaining hardware and software registers including licencing and to devise and implement processes to ensure that the registers are fully maintained, accurate and easily accessible for auditing and compliance purposes and Service Management benchmarks</li> </ul>



	<ul style="list-style-type: none"> <li>- Proactively engage the wider NHW team to resolve Customer issues, engage with NHW's Leadership Team</li> <li>- Ensure all technical support activities are appropriately tracked through ITSM toolset, providing clear identification of work performed to resolve issue or deliver requirements</li> <li>- Adhere to the risk management policy, framework and processes, escalating risks to management that cannot be mitigated within your authority. Identify and manage risk within day to day operations, including being involved in workshops, staff forums when requested</li> <li>- Assist team maintaining service catalogue</li> </ul>
	<p><b>KPI</b></p> <ul style="list-style-type: none"> <li>- Meet First Call Resolution Rate (FCRR)</li> <li>- Meet Service Level Agreement (SLA) Compliance Rate 100%</li> <li>- Log 100% of requests if contacted directly by user</li> <li>- Correspondence with Customers is timely, accurate and professional</li> <li>- Maintain accurate records of user requests, contact details, outcomes and advises relevant persons of actions taken</li> <li>- Effective rollout of equipment to users</li> <li>- Treat everyone with respect &amp; equality, whilst being responsive to their needs</li> <li>- Maintain high level of confidentiality on all issues relating to the organisation, Customers and work colleagues</li> <li>- Positively promote NHW internally and externally</li> <li>- Attend to department meetings</li> <li>- Active contribution to Continuous System Improvement (CSI) activities</li> </ul>
<p><b>Partnerships</b></p>	<ul style="list-style-type: none"> <li>- Provide ICT Service Desk services to NHW's partners as required</li> </ul> <p><b>KPI</b></p> <ul style="list-style-type: none"> <li>- Meet Service Level Agreement (SLA) Compliance Rate of 100%</li> </ul>
<p><b>Quality &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>- Prioritise requests with higher impact to clinical and corporate areas</li> <li>- Provide regular updates to achieve full resolution of issue</li> </ul> <p><b>KPI</b></p> <ul style="list-style-type: none"> <li>- High impact, high risk requests are prioritised over non-critical requests</li> </ul>
<p><b>Employee Obligations- OHS</b></p>	<ul style="list-style-type: none"> <li>- Participate in the development of a safe and healthy workplace.</li> <li>- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.</li> <li>- Co-operate with management in its fulfilment of its legislative obligations.</li> <li>- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.</li> <li>- To report any injury, hazard or illness immediately, where practical to their supervisor.</li> <li>- Not place others at risk by any act or omission.</li> <li>- Not wilfully or recklessly interfere with safety equipment.</li> </ul>

## WORKING RELATIONSHIPS

### INTERNAL

- NHW Staff Members
- NHW Contractors

### EXTERNAL

- Other Health Services in North East Victoria
- Hume Rural Health Alliance
- Department of Health and Human Services



## KEY SELECTION CRITERIA

### Essential

- Can do attitude and sense of urgency
- Strong interpersonal, written and oral communication skills with a cooperative team based focus
- Demonstrated a high level of customer service when dealing with technical support queries spanning more than 2 years
- Sound technical troubleshooting methodology with demonstrated ability in prioritising individual tasks through to completion when under pressure
- Good contemporary technical knowledge, including Windows Operating Systems, Common Software Applications, Video Conferencing equipment and applications, GPOs, Print Services, File Server, Security Permissions, Exchange, O365, AD, RDS, Citrix, Virtualisation, Wireless Networks, MDM, MSSQL
- Experience using a (ITIL) compliant service management tool and adhering to formalised change management controls
- Experience in a service desk role
- Able to work under pressure
- Strong attention to detail

### Desirable

- Healthcare Experience
- MCSA/MCSE or equivalent
- VMware Certification
- ITIL Foundation
- CISCO Certification
- Understanding of Health Informatics

### All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas



# Standards of Behaviour

## Above the line Our staff will always:

## Below the line Our staff will not:

### Caring

Show compassion to all people  
 Demonstrate empathy and understanding  
 Work as part of the team  
 Mentor others  
 Provide encouragement to others  
 Care for others the way they would like to be cared for themselves

Be disrespectful  
 Be self-centered  
 Have inappropriate conversations with others  
 Display rudeness

### Excellence

Commit to the NHW Hardwiring Excellence expectations  
 Have the courage to question what we do  
 Persevere to do the best job they can  
 Strive continuously to improve  
 Be professional and enthusiastic  
 Maintain customer focus

Give up  
 Demonstrate a 'can't-do' attitude  
 Accept mediocrity  
 Be unreliable  
 Pass the buck  
 Ignore feedback given by patients or colleagues

### Respect

Maintain confidentiality and privacy  
 Listen to others and accept differences  
 Be punctual  
 Respond courteously  
 Greet all people by saying hello, smiling and introducing themselves  
 Be culturally informed and sensitive  
 Respect diverse opinions

Be sarcastic  
 Bully, harass or display aggression  
 Be judgmental  
 Withhold information  
 Contribute to rumours  
 Leave an untidy workplace

### Integrity

Be open and honest  
 Lead by example  
 Be responsible and accountable for their own actions  
 Stand up and take action  
 Escalate issues or behaviors of concern

Be arrogant  
 Be dishonest  
 Be hypocritical  
 Avoid responsibility  
 Allow unacceptable behavior

### Fairness

Demonstrate consistency  
 Treat people equally  
 Be considerate and understanding  
 Be collaborative and collegial

Discriminate against others  
 Demonstrate favoritism and exclusion  
 Refuse to assist others with their workload

#### Acknowledged By Employee

Name

Date

Signature