

## POSITION DESCRIPTION



## SERVICE DESK ANALYST

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POSITION HOLDER:	Vacant
SECTION:	Information Services
POSITION REPORTS TO:	Service Desk Team Leader
REPORTS TO POSITION:	Nil
CLASSIFICATION:	The Friends' School (General, Early Learning & Fitness Staff) Enterprise Agreement 2024 General Staff – Classification TFS Level 6
STUDENT CARE:	Yes
PERIOD OF APPOINTMENT:	Permanent
HOURS PER WEEK:	as contracted

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### PURPOSE

The role provides exemplary service to students and staff face to face at the service desk, answering inbound phone calls, and directing them in a professional manner.

The role requires the expertise to provide Level 2 support for service desk requests escalated from Level 1 Service Desk requests, with the capability to use discretion for escalation.

You will communicate effectively with students and staff and perform discovery around potential issues in order to log detailed support cases. The role proactively responds to service desk requests across the multiple School campuses.

### PRIMARY DUTIES

- Ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.
- Adhere to established information security protocols and guidelines while providing exceptional support to ensure the confidentiality, integrity, and availability of data for all stakeholders.
- Capture and prioritise service desk interactions and tickets with students and staff.
- Create and update knowledge base articles based on the issues resolved with detailed resolution steps
- Inform the manager of the need to update documentation for standard procedures
- Provide Level 1 and 2 support for IS support requests
- Resolve requests commensurate with qualifications
- Escalate complex or unresolved tickets to the appropriate IS team member.

- Configure, load and test School standard software and other approved software onto student and staff laptops.
- Provide support to staff who have questions or require training in order to fully utilise their technology.
- Continually look for innovative procedural improvements
- Provide information as requested for IS reporting to the Manager.
- Undertake timely repairs of laptops, iPad's, desktops, printers and audio-visual equipment in the School, fixing wherever possible and informing the designated repairers about equipment faults.
- Ensure a high standard of customer service is maintained to both students and staff.
- Enter new assets into the asset registry and update records when assets are reassigned
- Engage, listen and act where appropriate on feedback from your customers.
- Instruct customers on the proper use and care of their computers, printers, peripherals and network resources.

#### **Students**

- Discuss with students relating to proper and appropriate material loaded onto their personal computers and the execution of these spot checks

#### **D E L E G A T I O N S**

- Nil
- However, the position-holder may be required to procure goods within their area, using a School purchase order. The purchase order limit will be set by the Head of Department. Invoices resulting from these purchases must be authorised by the relevant budget holder.

#### **K E Y R E L A T I O N S H I P S**

- Information Services Manager
- Information Services Team Members
- Learning Technologies Integrators
- Staff
- Students

SELECTION CRITERIA

1. Understanding of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
2. Completion of a Certificate IV in Information Technology and/or experience commensurate with this skill level
3. Experience with the following technologies as detailed below:
  - Experience with Apple MacOS and iOS, Microsoft Windows, Microsoft's Server operating systems and server applications, including Active Directory/Group Policy and Office 365 Deployments, Virtualisation Software
  - Knowledge of or a willingness to learn Networking/Security/Wireless fundamentals including firewalls, switches, Wi-Fi, RADIUS, DHCP & DNS, etc.
  - Knowledge of or a willingness to learn Google Workspace for Education, JAMF Pro Mobile Device Management (or other MDM Management software) and ITSM Software (Atlassian)
  - Knowledge of ITIL service desk processes
  - Knowledge of audio-visual technologies would be an advantage
4. Excellent interpersonal, written and verbal communication skills.
5. Excellent incident analysis and prioritisation skills with the demonstrated ability to solve problems in a timely and efficient manner with minimal supervision.
6. Excellent customer service, professionalism and empathy skills with an age range of students across all campuses and with staff members.
7. Highly motivated, well-organised and flexible approach to work.
8. The ability to work safely in an Information Services school environment and be fit to undertake the inherent requirements of the position.
9. Show strong support for the Purpose and Concerns and ethos of The Friends' School.
10. Must hold a current Tasmanian Working with Vulnerable People registration (employment) and provide a National Police Check (less than 6 months old).

## CONFIDENTIALITY

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

### Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

### Your obligations

- You are expected to:
- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description:

Name: .....

Date: .....

Signature: .....