



## Circular Details

Job Title : IT Service Desk Support Staff

Designation : System support

Experience : 1 to 2 years

Age : 25 to 40

Salary Range : Negotiable

Vacancy : 2

Posted Date : 13-12-2019

Last Date to Apply : 20-12-2019

### General-purpose

Provide reactive and pro-active incident resolution and service request management for IS applications, software, hardware and network systems, including user administration. Assist in the resolution of identified problems.

### Objectives

The objectives (maximum 6) of this role are:

Provide accurate Incident resolution and Service Request management, within established Service Level Agreement (SLA) and Operating Level Agreement (OLA) time frames, meeting or exceeding customer's requirements and expectations. Incidents and Service Requests are managed effectively; ensuring information is captured in the Service Desk Call Management System for future reference and analysis, in line with ITIL principles. Liaise with Client's internal support teams and external service providers as required to resolve Incidents and complete Service Requests, to ensure compliance with SLA's and OLA's. Facilitate the acquisition and installation of hardware and software for customers. Contribute to the development of an internal knowledge base. Securely maintain the IT/IS Operational and physical environments in line with corporate security policies, standards and work practices.

### Key Accountabilities

The key accountabilities (maximum 6) of this role are:

### Key Accountabilities

### Weighting

### Output/Measures

### Mandatory accountability:

Contribute effectively to the team ensuring efforts are aligned toward achieving team goals

20%

- Implement the direction set by the Manager/Coordinator/Supervisor/Team Leader.
- Complete specific tasks allocated.
- Collaborate effectively to ensure team goals are achieved by providing input into decision making and problem solving.
- Demonstrated contribution to agreed engagement and cultural development initiatives within team.

Provide quality customer service and information management

25%

- All incidents and service Requests are logged, monitored and tracked using the call management system.
- Proactive maintenance of outstanding calls for all queues in IS Service Desk.
- High standard of correctly classified data entered into call management system for accurate reporting.
- Incidents and service requests are escalated to internal support teams or external service providers via the Call Management System.
- Regular feedback is provided to customers regarding Incident and service request status.
- Customer complaints are fully addressed and escalated when required.
- Established SLA's and OLA's are met.
- Correct management of high severity incidents.
- Customer complaint rate will be measured via the Customer Survey satisfaction percentage.
- Established SLA and OLA breach rates will be measured via the CMS, against defined breach percentage.

Provide quality technical support

25%

- Application, software, hardware and network incidents are rapidly diagnosed and resolved.
- Ensure Service Requests for applications, software, hardware and network systems and user administration are managed as per established processes.
- Ensure all Service Requests contain the appropriate level of managerial approval.
- Ensure all installed software is appropriately licensed.
- The percentage of incidents resolved at first point of contact will be measured against defined baseline.
- Regular audits of the network environment will be performed to detect unauthorised software.

Contribute to the continuous improvement of processes, knowledge base and vendor relationships

15%

- Expected level of attendance and quality contribution.
- Training is completed, as defined within the Personal Development Plan.
- Regularly updates knowledge base accurately and maintains currency of information.
- Assists in maintaining the service catalogue.
- Presents improvement initiatives and examples of knowledge base updates at team meetings.
- Liaise with external service providers to resolve incidents and complete service requests.
- Log calls with external service providers in accordance with SLA's.
- Vendor complaint rate will be measured via the vendor survey satisfaction percentage.
- Established vendor SLA breaches are escalated to ICT Operations technical team management.

## Contribute to the effective management of assets

15%

- Identify control, record, report and verify agreed IT service assets within the CMDB including versions as per Service Catalogue.
- All movement and acquisition of assets are tracked in the CMDB for compliance and audits.
- Proactively maintain the IS Asset process in the CMDB confirming asset details with customers to assist in keeping CMDB up to date.
- Identified unauthorised assets including software installations to be removed for compliance.
- Facilitate the acquisition and installation of hardware and software for customers.
- Securely maintain the IT/IS operational and physical environments in line with corporate security policies, standards and work practices.

## Soft Skills

Patience – you'll often deal with end-users who are not technical and will struggle to follow your instructions no matter how clearly you feel that you're giving them. You'll need to have "the patience of a saint" to work on the service desk, without it you'll likely get frustrated quickly and your customers will sense your annoyance. Positivity – the IT service desk can be an incredibly negative environment. You'll deal with people's issues day in and day out. And when you see the same issues coming through, as well as hearing complaints all day, it's easy to become overwhelmed. Thus, you really need a positive outlook if you're going to thrive on the IT service desk – to see issues as a challenge to resolve, rather than frustration to deal with. Plus, negativity breeds negativity. So, if you're showing irritation towards work, your colleagues and customers will pick up on this too. Passion – you need to be passionate about what you do. So, wanting to understand how things work, striving to develop your technical skills, and really getting a kick out of helping others will set you in good stead. Life on the IT service desk is very fast-paced, the IT environment changes quickly and often, so you'll need to love what you do if you want to keep up. Empathy – sometimes you'll deal with miserable customers. Because it's frustrating when you have a job to do but your required tools aren't working to the standard needed. People who have deadlines to meet can be under immense pressure, so they might not be in the best frame of mind when they call you. Thus, you'll need to show empathy when dealing with each and every one of them. Even if you've seen the issue one hundred times before, it's new to your customer and they need your help and understanding. If you can't show empathy to your customers you won't last long in a technical support role. Calm under pressure – the IT service desk can be a pretty hectic environment. You've got calls waiting in the queue, emails to answer, tickets to resolve, and potentially people walking up to your desk to complain. If you can't stay calm under pressure, then you're going to find yourself in the wrong job. So, when customers are losing their heads around you it's important that you don't do the same. If they can see that you're calm, and have a handle on the situation, then they're more likely to calm down with you. Plus, if you don't stay calm, then you'll lose the ability to prioritize, trying to tackle everything at once, and you'll eventually end up stressed, burnt-out, and miserable. Helpful – you should have a genuine desire to help others. The IT service desk can be a hugely rewarding role, after all you're helping people to resolve their issues every day. When you genuinely want to help someone, that desire comes across in your customer service. You have the opportunity to really brighten someone's day which is a pretty cool job to have.

## Behavioural Competencies

Uphold these Values:

Put safety above all else  
Act in the best interests of the customer and the community  
Seek and apply better ways  
Respect our people  
Be trustworthy

## Behavioral Competencies

Weighting

Output/Measures

Customer Focus

20%

- Anticipates needs of customer and follows through.
- Makes decisions that take into account value for customer.
- Speaks up and identifies problems arising.

Collaborate for Success

20%

- Works co-operatively with others to achieve the best outcomes.
- Maintains effective working relationships with others in the team and across the business.
- Treats people in an honest, courteous and respectful manner.

Self-Management

20%

- Focuses on delivering services despite challenges.
- Presents ideas clearly and concisely.
- Is responsive to the changing needs of our customers and business by adapting to change.

Achieve Results

20%

- Takes personal responsibility for mistakes and learns from them.
- Looks for ways to continually improve and finds better ways.
- Focuses on achieving outcomes using good judgement and quick decisions that lead to business success.

Safety Culture

20%

- Puts safety first when making decisions.
- Adheres to safety processes and procedures and reports when things are 'not right'.
- Openly communicates ways of improving safety.

Knowledge, Skills & Experience

Foundation knowledge, skills, experience & qualifications

Essential or Desirable

ITIL Certification or relevant experience

Desirable

Relevant Tertiary or Industry Certified qualifications

Desirable

A strong customer service and work ethic

Essential

Excellent analytical and problem-solving skills to enable effective identification and resolution of IT-related issues

Essential

Strong understanding of ITIL Service Management

Desirable

Effective verbal and written communication skills

Essential

Sound knowledge of Microsoft Office products

Desirable

Previous experience working in a service/help desk role

Essential

Experience in supporting Windows XP desktop environments

Essential

Experience in troubleshooting network environments

Desirable

Experience in IT Service Desk operations and incident management processes using a Call Management System

Essential

Experience in using a Configuration Management Database System (CMDB)

Desirable

Experience in an Active Directory environment

Essential

Experience in using Desktop Remote Management tools

Essential