

**Position details**

<b>Title of Position:</b>	Service Desk Analyst
<b>Reports to (position title):</b>	Service Lead
<b>Division:</b>	Finance & Technology
<b>Function:</b>	Service Desk
<b>Number of Direct Reports:</b>	Nil
<b>Grade:</b>	2

**Health, Safety & Wellbeing**

*ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.*

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

**Position Overview**

The Service Desk Analyst provides operational ICT support services, including analysing, diagnosing and resolving technical issues across business systems, applications, endpoint devices and associated infrastructure components, in accordance with established technical standards, service frameworks and service levels.

The position's primary responsibilities are to provide first and second line support to ElectraNet staff and contractors in their use of Business Systems and Applications. The primary focus when dealing with faults is to return IT services to normal levels as soon as possible with limited business impact. The Service Desk Analyst should always be seeking to engage in activities that continually improve the efficiency and capability of the Service Desk. The Service Desk Analyst is expected to build and maintain strong and productive relationships with both our business users, other IT staff, external contractors and vendors, by being proactive, solutions focused and flexible in their approach.

Success in this role is characterised by delivering a resolution to all incidents and requests for service and change within agreed timeframes with outstanding customer service and a 'can-do' attitude.

**Key Responsibilities****Operational & Technical**

- Support the provision of specialist technical support to other groups within ElectraNet

- Provide technical advice and operational support to customers and colleagues
- Provide Level 1 and Level 2 ICT support services, including technical investigation, diagnosis and resolution of incidents and service requests across desktop, mobile, operating system and business application environments.
- Recording and resolving of Incidents and Service Requests in accordance with agreed service levels
- Providing high levels of incident ownership - resolving, progressing and managing all incidents to a satisfactory conclusion, and ensuring that appropriate parties are kept up to date on incident progress
- Ensuring all incident tickets are regularly and accurately updated; and realistic resolution times are provided
- Prioritising of incident resolution according to business needs and change management requirements
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements and documented procedures
- Participate in the implementation and verification of operating system and application patching activities in accordance with approved technical procedures and change controls
- Undertake technical investigation and fault isolation prior to escalation, documenting root causes, actions taken and outcomes, and escalating unresolved issues in accordance with established procedures
- Participation in capital projects as required
- Purchasing of IT Consumables as required
- Achievement of expected customer satisfaction levels as measured by independent customer surveys of ElectraNet IT Customers
- Inclusion in the on-call roster of providing 24/7 support to corporate IT systems and business application
- Fostering technical innovation, acquisition of expertise and supporting a continuous improvement culture
- Apply guidelines, processes and systems to lead the way of best practice
- Create, review and maintain technical documentation, including knowledge base articles, troubleshooting guides and operational procedures relating to ICT systems, applications and issue resolution
- Perform other duties, commensurate with your skills and classification level, as requested
- Participate in the working site roster resulting in ad hoc travel between sites, ensuring a high level of customer service is being provided at each ElectraNet site, including Adelaide CBD, Keswick offices and the warehouse in Edinburgh
- Participate in Major Incident Management process by acting as first point of contact and creating a communication channel between relevant stakeholders

### Behavioural

- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.

- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

### Significant Working Relationships

- ElectraNet Employees
- ElectraNet Contractors
- External Vendors
- ElectraNet Technology Group

### Equipment & Technology Used

- Microsoft Office 365stack including Exchange Online
- ServiceNow
- Operating Systems (Microsoft Windows 10, 11, Mac, iOS)
- System Centre Configuration Management (SCCM)
- Active Directory
- Intune
- SAP
- Various specialised Engineering Applications
- Laptops, Desktops, mobiles and printers

### Selection Criteria

#### Knowledge & Experience

##### Essential

- Applying theoretical and practical knowledge to solve commonly encountered problems
- Applying generally accepted concepts, principles and standards in well-defined areas
- Undertake ongoing tasks being performed on either a daily/weekly/monthly basis
- Knowledge of industry best practice in service desk delivery and in the use of appropriate measurement metrics and techniques (ITIL)
- Experience in working across multiple organisations and business units to deliver customer driven outcomes
- Experience in working on a results-oriented Service Desk supporting a complex Microsoft Server and Windows desktop environment.
- Demonstrated experience in a similar first and second line, desktop support service desk function
- A strong customer and outcome focused approach with good verbal and written communication skills
- Analytical, investigation and problem-solving skills
- Demonstrated ability to gain trust and partner with business systems users at all levels in a customer focused, business orientated manner
- Sound ability to use Microsoft Office products
- Flexible approach to working hours and after-hours commitments
- Minimum 3 years' experience, in a similar role
- Basic Knowledge of Video Conferencing

- Basic Knowledge of LAN/WAN

#### Desirable

- Experience working within a similar role within the Electricity Industry
- Valid Australian Car Driver's Licence (or eligibility to obtain one)

#### Qualifications

- Diploma qualified or equivalent experience (desirable)

#### Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.