

Service Desk Service Technician

14 May 25



Service Technician SBS Technology

Reports to: Technology Support Manager

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Service Technician is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – Technology

SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

Role Purpose

This position is responsible for supporting SBS through high levels of customer service through the accurate resolution of their IT problems and accurate resolution of specialised Level 2 tasks. The Service Technician is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values, fosters a positive and proactive work environment, and complies with SBS's policies, procedures and practices.

The Service Technician will be based full time on-site in the SBS Federation Square Melbourne office primarily supporting the Melbourne based staff, with the ability to provide additional support to the Technology Infrastructure team as required.



Main Responsibilities

Main tasks of the role

- Provide timely 1st and 2nd level IT support across multiple channels (web, email, phone, face-to-face) delivering prompt, efficient and personalised service to end users
- Support a diverse computer fleet across both Microsoft Windows and Apple macOS environments, including hardware deployment/replacement, software upgrades, standard operating environment (SoE) re-imaging
- Perform basic system administration such as User Account Management, data security and recovery, system monitoring, printing environment control and operational checklist execution
- Regularly audit key shared Technology to ensure it's functioning correctly. E.G. Meeting room equipment.
- Provide support for key business applications including Microsoft Office (Office 365), IBMS Scheduling, Dalet Media Asset Management)
- Use ServiceNow Helpdesk platform effectively to log, track and resolve incidents and requests, and maintain accurate and up-to-date system and process documentation.
- Ensure compliance to SBS IT policies, Service Level Agreements, guidelines and standard procedures and protocols
- Liaise with Business Units to understand and respond to technology requests and incidents in a professional and timely manner
- Assess the need for system reconfigurations, both minor and significant, based on operational requirements
- Decommission IT equipment in alignment with asset management best practices
- Work with Technology Support Manager (Sydney-based) to implement and maintain appropriate processes, procedures and policies, and help identify areas for improvement
- Collaborate with Major Incident Manager in the execution of incident, change and problem management processes
- Participate in on-call Incident Management on a reasonable basis
- Support assigned project tasks as required, contributing to broader team and organisational objectives
- Work effectively with internal support teams and third-party vendors to maintain the overall SBS computing environment.
- Provide assistance to the Infrastructure Manager (Melbourne based) as needed

Service Standards

- Maintain quality standards and service level commitments according to business requirements and expectations



- Adherence to the SBS Incident Management process
- Strict handover management with all key stakeholders
- Ensure compliance with relevant statutory and security requirements
- Efficiency and effectiveness of Level 1 & 2 supported processes and procedures
- Timely and accurate adherence to:
 - Standard Operating Procedures (SOP)
 - Escalation of incidents and requests in accordance with SOP's
 - Incident management tickets through the SBS ticketing system

Change Management and Service Transformation

- Engage in process improvement initiatives across the team, with the view of increasing efficiency and customer satisfaction.
- Actively support team members to adapt to the changing needs of the business and encourage individuals to adopt new practices.
- Proactively seek feedback from clients on a regular basis to ensure support meets their needs and identify additional areas of change required.

Minimum requirements of the role

- Demonstrated experience with Windows 10 and 11 and Apple Mac OS experience with the ability to support these operating systems.
- Previous experience in a Technology support team environment.
- Understanding of IT Service Management processes and methodologies including ITIL
- ITIL V3 Foundation Certificate, Desirable however not essential
- Broadcast experience is desirable however not essential.
- Ability to communicate with all levels of staff with both technical and non-technical language,

Key relationships with other roles and external stakeholders

- Technology Division
- Entire business with a focus on Melbourne office staff and management team.

Key Capability		
Capability	Level	Behaviour



<u>Collaboration</u>	Self	<ul style="list-style-type: none">• Displays a genuine intention to work co-operatively with others• Offers to help others achieve common goals• Makes an effort to understand the goals of others• Shares all relevant or useful information
<u>Customer Focus</u>	Self	<ul style="list-style-type: none">• Follows through on customer/client inquiries, requests or complaints• Distributes useful and up to date information to the customer/client• Determines the needs of the customer/client through probing and listening• Provides friendly, helpful service to the customer/client• Makes sure there is a clear understanding of the customer/client's needs• Offers appropriate solutions to the customer/client• Prioritises work goals that impact the customer/client directly• Diffuses customer/client problems
<u>Innovation</u>	Self	<ul style="list-style-type: none">• Generates original solutions to problems• Contributes to creative thinking and ideas• Makes suggestions to refine current processes and procedures to create optimum efficiency• Participates in the implementation of new processes and procedures that improve current performance
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none">• Considers how their role impacts both the department and the business• Understands the impact of organisational policies/procedures on the department• Considers both the business and customer perspective on various issues• Identifies key drivers and commercial opportunities within their department• Uses financial reporting information to drive performance
<u>Results Focus</u>	Self	<ul style="list-style-type: none">• Drives to meet objectives and standards• Identifies alternative possibilities when faced with obstacles• Stays focused on tasks that require considerable effort• Completes tasks within designated timeframe despite obstacles• Perseveres with routine and repetitive tasks without sacrificing quality or excellence

Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)



All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices