

Service Desk

Level 1 Team Leader

25 September 24



Division: Technology
Reports to: Technology Support Manager
Direct Reports: 0

Overview

This position is responsible for supporting the SBS business through high levels of customer service through the accurate resolution of their IT problems. The role is also responsible for ensuring all Level 1 team members adhere to the policies and procedures required for a high performing service desk. The Service Desk Level 1 Team Leader 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.

Key Responsibilities:

1. Ensure the Level 1 support team are following policies, procedures, templates and ticket information with attention to detail to ensure a high performing service desk.
2. Follow up on Aged and VIP tickets to ensure continued customer communication and reduced wait times where possible
3. Performing Team KPI reporting and Ticket Auditing
4. Leading and coaching the team on best practices
5. Knowledgebase and Intranet page management ensuring relevant and up-to-date documentation
6. Provide frontline IT support utilising different technologies to provide end-user support (web, email, phone, face-to-face). Provide prompt, efficient and personalised service to clients. Support a diverse computer fleet (including PC and Mac environments). This includes hardware deployment/replacement, software upgrades, SOE re-imaging.
7. Perform basic system administration and support functions for the SBS user environment. Including (but not limited to) security, data integrity and recovery, system monitoring, operational checklists, control of the printing environment and user administration. Support of SBS business applications (i.e. Microsoft Office, Windows, Office365, IBMS, Dalet)
8. Maintain and use the Helpdesk database effectively. Create and update system and process documentation for SBS office information systems as required.
9. Adhere to SBS IT Processes, Service Level Agreements, policies, guidelines and protocols as directed.

10. Available to work on a shift rotation and respond to after-hour calls to meet the needs of SBS's 24 hours per day 7 day per week operation Sydney based role, with capability to work in SBS remote sites as required.
11. Work with 3rd party vendors and internal support teams to support the SBS Computer environment.

Service Standards

1. Maintain quality standards and service level commitments according to business requirements and expectations
2. Adherence to the SBS Incident Management process
3. Strict handover management with all key stakeholders
4. Ensure compliance with relevant statutory and security requirements
5. Efficiency and effectiveness of Level 1 supported processes and procedures
6. Timely and accurate adherence to:
 - a. Standard Operating Procedures (SOP)
 - b. Escalation of incidents and requests in accordance with SOP's
 - c. Incident management tickets through the SBS ticketing system

Change Management and Service Transformation

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

Teamwork

1. Undertake work in a way that reflects and upholds SBS's Charter, Vision and Values, fosters a positive and proactive work environment and complies with SBS's policies, procedures and practices
2. Model and promote SBS Values through appropriate social, ethical and organisational standards in all interactions and processes
3. Strong engagement with key stakeholders

Work Health & Safety

1. Comply with your WH&S responsibilities as outlined in SBS's Health and Safety Management Arrangements (HSMA) (refer "Employees" in Attachment B of the HSMA).