

Service Desk Analyst

6 January 25



Service Desk Analyst SBS Technology

Reports to: Technology Support Manager

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Service Desk Analyst 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

The role's purpose is to support the SBS business through the flawless execution and accurate resolution of specialised Level 1 tasks.

Main Responsibilities

Main tasks of the role

- Provide frontline I.T. 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.



- 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 (ie. Microsoft Office, Windows, Office365, IBMS, Dalet)
- Maintain and use the Helpdesk database effectively. Create and update system and process documentation for SBS office information systems as required.
- Adhere to SBS I.T. Processes, Service Level Agreements, policies, guidelines and protocols as directed.
- Work with 3rd party vendors and internal support teams to support the SBS Computer environment.

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 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 Service Now

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 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
- 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.

Key relationships with other roles and external stakeholders

- Technology Division
- Entire business



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