



We partner with people on the autism spectrum, their families and communities to remove barriers and realise potential.

Service Desk Analyst

Team	Technology
Location	Sunnybank Hills
Manager	Head of Technology

Purpose

The purpose of this position as Service Desk Analyst is to provide responsive and effective Level 1 and 2 Information & Communication Technology (ICT) support to end-users, aligned with the Autism Queensland (AQ) ICT Strategic Plan.

Responsibilities

- Contribute as a member of the ICT team, providing responsive level 1 and 2 support across all AQ sites, including appropriate escalation of ICT incidents within the team or to vendor
- Provide support for Microsoft Windows OS / Windows Server / Microsoft Office Suite / Office 365 / Apple IOS / VOIP telephony / AQ MDM (Mobile Device Manager) / SharePoint and other applications used by AQ
- Support ICT onboarding and offboarding of new employees, across various systems
- Be a first point of contact for all incoming support requests
- Maintain an accurate IT Asset Database, CMDB and Knowledge Base
- Monitor and respond to systems and security logs and escalate potential issues, in adherence to SLAs
- Identify and recommend areas for service delivery improvements, and implement agreed improvements
- Contribute to the upskilling of technical capability within the whole of AQ

Key Performance Indicators

- Service desk issues are logged, updated, and addressed in a timely, customer-focused manner, in adherence with defined Service Level Agreements (SLAs)
- Incidents are identified and actioned in line with defined SLAs
- Complete and accurate recording of assets, configurations, and changes
- All Service Desk processes are followed and documented as required
- Security principles and policies are strictly adhered to
- Excellent service reviews from ICT customers
- Creation, maintenance and delivery of knowledge base articles and other initiatives to improve technical capability of both ICT and wider AQ staff
- Compliance with Autism Queensland Quality Assurance (AQQA) policies and procedures

Requirements

- Experience with some of the following products and technologies:
 - Windows 10
 - Microsoft O365 Suite
 - Microsoft Azure
 - InTune MDM
 - Apple IOS & Android OS
 - Windows Server 2012 – 2019
 - Active Directory and Azure Active Directory
- Understanding of the application of cyber security best practices, such as ASD's essential 8
- Networking systems knowledge (TCP, DNS, WAN, VLAN, VPN, Wi-Fi)
- Sound understanding of ITIL Framework and Service Desk software
- Excellent interpersonal communication skills with proven ability to establish rapport and develop effective working relationships
- Well-developed problem-solving skills with experience in examining requirements, developing and implementing strategies to improve operational effectiveness
- Proven ability to manage competing priorities while maintaining customer-service focus and a responsive, "can-do" attitude

Highly Regarded

- Current Microsoft certification
- Project Management experience
- Experience with an IT Service Desk
- ITIL certification
- Experience with the administration of Salesforce or similar Customer Relationship Management systems

Special Requirements

- Blue Card Working with Children Check (WWCC paid workers)
- Current open driver's license
- Travel to other Autism Queensland sites will be required
- May be required to use own vehicle for work purposes when a pool vehicle is not available
- Certificate of Completion in NDIS Worker Orientation Module "Quality Safety and You"
- Out of normal hours work at times

Position Description Reviewed: November 2024