

POSITION DESCRIPTION

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|--------------------------|-------------------------------|-------------------|----------------|
| TITLE: | Service Desk Advisor | | |
| FACULTY/OFFICE: | IT Services | DEPT: | Production |
| REPORTS TO TITLE: | Service Desk Shift Supervisor | | |
| AUTHOR TITLE: | | | |
| POSITION NUMBER: | | HEW LEVEL: | |
| APPROVED BY: | Director, IT Services | DATE: | September 2009 |

A POSITION PURPOSE

To record, resolve, escalate and follow-up on end User requests to the Service Desk and to assist with answering the University Switchboard when required.

B PRIMARY ACCOUNTABILITIES

- Respond to incoming requests from end users via the telephone / e-mail in a courteous manner. Document all pertinent end user information in accordance with standards.
- Immediately resolve requests where possible, or identify likely cause, prioritise, and escalate in accordance with procedure.
- Follow-up on calls to ensure they are processed in accordance with service levels, priorities and procedures. Keep the Users informed of progress.
- Close calls after they have been resolved to the satisfaction of the end User. Undertake post resolution follow ups to requests to ensure that customers are satisfied.
- Build rapport with Users and develop a knowledge of and empathy with their business, business cycles, critical periods and key requirements. Develop and maintain a good knowledge of the procedures within IT Services and good general knowledge of the structure and functions of the University.
- Identify common incidents and recommend solutions/strategies to the Service Desk Shift Supervisors. Contribute to the knowledge base and configuration databases. Develop help sheets and FAQs for end Users.
- Acquire and maintain knowledge of the University's IT environment and actively strive to resolve the agreed percentage of Service Desk calls on the first phone call. Work with the Service Desk team to meet the agreed service levels and key performance indicators.

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- Answer and process phone calls to the University switchboard when required.

Other

- Actively strive to exhibit the behaviors documented in the ITS Values Statement.
- Assist with the technical mentorship of more junior and / or new staff.
- Apply EEO and OH&S principles within the workplace.
- Other duties relevant to the classification and within the staff member's competence, as directed.

C REPORTING RELATIONSHIPS

Nil direct reports

D ORGANISATIONAL RELATIONSHIPS

The ITS Service Desk is the central point of phone and email contact for all Macquarie Students and Staff, and an escalation point for Faculty IT staff. As a result it is important that the incumbent develop good relationships with:

- Faculty IT Managers and Staff
- IT Service Owners
- Faculty Academic Staff
- Faculty Supporting Staff
- Students and Student representatives

E SUPERVISION AND INDEPENDENCE

This role will independently apply a range of policies and procedures to a wide range of incoming requests for assistance. Unusual or difficult requests will be escalated to the Service Desk Shift Supervisor.

Independence to:

- Work un-supervised on the Service Desk
- Investigate and find solutions to routine, non-discipline specific hardware and software issues
- Research hardware, software, network and systems issues and contact suppliers for further information
- Diagnose complex hardware, software and network issues as a member of a team

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F PROBLEM SOLVING AND JUDGEMENT

The incumbent must have well developed problem solving skills. Service Desk Advisors are expected to diagnose and resolve a very high percentage of calls on the first phone call and accurately escalate the remaining calls to the most appropriate team for fast resolution. The incumbent will be required to absorb a large amount of information that is unique to the University's IT environment and quickly develop an understanding of how to apply common solutions to those unique and complex requirements.

The incumbent must exercise judgement in a range of situations. For example, assess if a particular request for assistance should be given an unusually high priority or if a customer is particularly anxious and requires attention over and above policy. In most cases, these cases would be escalated to the Service Desk Shift Supervisor for decision and resolution.

G RECOURSE TO HIGHER LEVEL

- ITS Line Management

H DIMENSIONS AND DELEGATIONS

Nil Financial Delegation

I QUALIFICATIONS AND SKILLS

Essential

- Degree in computing science or similar discipline without subsequent relevant work experience; or completion of an associate diploma and subsequent relevant work experience; or completion of a post trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and / or education / training.
- Demonstrated Customer Service skills with experience in a customer service, team oriented environment,
- Superior communication skills, particularly an excellent telephone manner – clear expression, confidence, ability to stay calm under pressure. Ability to communicate with both technical and non-technical staff.
- Basic knowledge of computer hardware and software, particularly PCs and peripherals. Good computer skills in handling word processing and spreadsheet applications.
- Proven analytical and problem solving skills.

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- Ability to prioritise and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
- Willingness and ability to develop a good knowledge of the procedures within IT Services and of the structure and functions of the University or willingness to obtain same.

SPECIAL CONDITIONS

- Shift Work will be required.
- The incumbent will undergo job rotation with the Field Support Officers on a regular basis in order to build and retain appropriate knowledge about the University's business functions and IT environment, build rapport with users and gain an understanding of critical business functions and their priorities.