



POSITION DESCRIPTION

Position Title: Service Desk Analyst, ISU

Employment Status: Permanent (subject to probation) / Full Time

Salary, Classification Level: OS Level 2, \$51,572 - \$67,637

Conditions of employment and entitlements:

- 15.4% superannuation
- Flex time available
- a comprehensive Employee Assistance Program
- terms and conditions as per CPSU Staff Agreement

Position reports to: Director of Information Systems Unit (ISU)

Positions reporting to this position are: Nil

Location: NSW and VIC

Community and Public Sector Union - CPSU (PSU Group)

The CPSU (PSU Group) is one of Australia's most active and innovative trade unions. CPSU members work in the Australian Public Service, the ACT and NT governments, and a number of community and private sector areas.

Our Purpose

CPSU members work together to secure better working lives for all. We work collectively to ensure workers are safe at work, have fair rights, pay and conditions, and a voice at work. We act with integrity and stand in solidarity where workers are attacked. We know strong union workplaces deliver better public services. As part of the broad labour movement, all that we do supports progressive social change and environmental justice.

Our focus

To do this, we work together to:

1. Build power and be a bigger, stronger union that is led from the workplace
 - Engage with non-members, particularly workers who don't have a relationship with us
 - Engage existing members, build commitment and activism
 - Support and empower delegates and workplace leaders.
2. Achieve results for members and workers in our industries
 - Campaign with delegates and members to address issues affecting our workplaces
 - Work with delegates and members to advocate for and address issues affecting our industries
 - Work with delegates and members to advocate for and address policy and political issues affecting our lives and future.

As an employer we offer family friendly conditions and leave entitlements, 15.4% superannuation, and access to health and wellbeing initiatives. Our friendly staff are passionate about the work they do and committed to union values, helping others, and making a positive contribution to society. Working with the CPSU means you will work side by side with other union members to make our workplaces and communities fairer.

Overview of position

The role of the Information Systems Unit is to assist with technical issues relating to the CPSU IT Network Systems, applications, servers, printers, telephony and other IT related equipment. Service Desk Analyst (1st Line) provides level 1 support to CPSU staff nationally on all IT matters and escalates issue to other staff in the Information Services Team (ISU) to ensure the ISU priorities and objectives are met. The right candidate will have proven experience in an IT Helpdesk environment to a high level of customer service.

POSITION RESPONSIBILITIES

SUPPORT:

- Log & resolve Level 1 issues raised via phone or email
- Assign, follow-up and escalate Level 2 support incident
- Respond promptly and professionally to ensure all matters have been satisfactorily completed
- Provide Level 2 support where required to local office staff
- User account administration

OTHER DUTIES:

- After hours work will be required
- Other duties or projects assigned by the Information Services Unit Director

SELECTION CRITERIA

Essential

1. Demonstrated Experience in IT Service Desk roles with a high quality service focus
2. High level of accuracy and attention to detail
3. Proven experience administering and supporting Windows (Server 2008 and Windows 10), Networking and Active Directory.
4. Excellent communication skills (written and verbal)
5. Demonstrated analytical thinking and problem solving skills
6. Ability to work autonomously with strong time management skills

Desirable

1. IT qualifications (such as ITIL Foundation or Microsoft certifications)
2. Experience administering and Supporting Office365
3. Experience administering Citrix

Please submit your application by **COB Monday 9th March 2020.**

You must complete the on-line Employment Application Questionnaire and address the Selection Criteria to be considered for this position.

Please visit our website at <https://cpsu.wufoo.com/forms/cpsu-employment-application/> to access the Employment Application Questionnaire.

The CPSU is an equal opportunity employer and actively encourages women, Aboriginal and Torres Strait Islanders, and people from culturally and linguistically diverse backgrounds to apply for position. Selection is merit based.