

## Position Description

<b>Position Title</b>	IT Service Desk Team Leader
<b>Reporting To</b>	Manager IT Customer Service
<b>Employment Status</b>	Full-time, Maximum Term Contract until 30 September 2022
<b>Classification</b>	Corporate Support Services Level 5
<b>Team/Service</b>	IT Customer Service Team
<b>Direct Reports</b>	IT Service Analysts, IT Support Officer and Junior IT Support Officer
<b>Date</b>	September 2021

### POSITION OVERVIEW

The IT Service Desk Team Leader is a supervisory role supporting the Manager IT Customer Service that is responsible for the delivery of a high-quality IT Service Desk to the Neami Group staff. The role involves:

- Supervision and mentoring of IT Service Desk staff;
- Ensuring that the IT Service Desk is an excellent deliverer of Customer Service;
- Responsible for incidents and service requests ensuring resolution is within the Service Level Agreements (SLAs); and
- Establishing and ensuring the team's KPIs are achieved

Working closely with the Manager IT Customer Service, the IT Service Desk Team Leader will supervise and develop the IT Customer Service Desk, including appropriate delegation and monitoring of responsibilities, performance management and analysis and implementation of training requirements. Some members of the IT Customer Service Desk Team are based interstate so regular interstate travel will be required to ensure that these staff members are fully supported in their role.

### THE POSITION

#### ***Key position Responsibilities, Duties and Accountabilities***

##### ***Service Desk***

- Manage and prioritise first, second and third level IT Support to all Neami Group staff, nationally
- Acts as a technical escalation point for the IT Service Desk and a business escalation point for staff
- Ensure that the Service Desk team take ownership of incidents, service requests and problems
- Ensure all rosters are maintained and up to date
- Work with the Manager IT Customer Service to establish and maintain Service Desk KPIs
- Ensure the IT Service Desk Team achieve their KPIs

- Identify and implement opportunities for business improvement
- Liaise with third party vendors for escalated issues
- Delegate work appropriately and fairly
- Investigate ageing incidents and service requests
- Reduce recurring tickets by analysing and identifying root cause
- Regularly review and audit outstanding tickets

#### ***People and Team Leadership Skills***

- Mentor and coach team members to empower them with skills to improve their confidence and product and technical knowledge
- Create an inspiring team environment with an open communication culture
- Motivate the team to achieve the department's goals
- Listen to team members' feedback and resolve any issues or conflicts
- Regularly meet each team member to conduct personal development reviews

#### ***Procurement***

- Supports the Manager IT Customer Service to manage the procurement and provisioning of goods and services, related to the client computing environment
- Maintains the internal standards, processes and practices that ensure for cost-effective and timely procurement and provisioning of IT products and services
- Ensures that procurement and provisioning records are maintained in established information systems

#### ***Knowledge Management***

- Responsible for the Service Desk Knowledge Management system and technical documentation are kept up to date
- Ensures that FAQs and IT solution documentation is complete and kept up to date to increase staff member's ability to resolve their own issues
- Participates and lead regular team meetings
- Prepares regular Service Desk reports
- Actively fosters a positive and enthusiastic organisational culture
- Complies with all Neami policies and procedures, the Neami Code of Ethics, and participates in regular supervision
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date
- Ensure records management processes are followed, including the supervision of files and facilitating training when required
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity
- Commitment to generate knowledge through fostering research and evaluation activities
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion

- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations and strategy
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data
- Use of data, monitoring, evaluation and research to continuously improve service provision, organisational functioning and the strategic directions

## **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Relevant tertiary and professional qualifications in Information Technology i.e. Bachelor of Information Technology or equivalent Advanced Diploma of Information Technology
- A valid Australian Driver's License

#### ***Desirable***

- At least 5 years' experience working in a multi sourced IT environment managing delivery of a range of IT services to a large user base (800+) within agreed service levels (SLAs)
- Previous experience using an IT Service Management (ITSM) software system to analyse escalation trends, ticketing statistics and compliance with SLAs
- ITIL Foundation qualification
- ITIL Operational Support and Analysis (OSA) highly desirable
- Personal drive to take ownership of business issues and work on providing a result, even if the issue might be deemed mundane

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.