


 <p>Believing In Children, Young People, Families & Their Future.</p>	Position Title: IT Service Desk Analyst	Team: Corporate Services	  
	Band: A	Salary: Stream 5, Level 3 – 4 (depending on experience)	Date: August 2025

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2026: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people, and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with our staff, carers, partners, supporters, and government, to ensure children, young people and their families can create the future they imagine for themselves.</p>	<p>The Berry Street Service desk supports over 1,500 staff across Victoria to effectively use technology to manage Berry Streets core business laptops, mobile devices, infrastructure and applications across various programs and services.</p> <p>The IT Service Desk Analyst role plays a crucial role in managing and maintaining Berry Street's core IT systems and providing exceptional IT support.</p> <p>The Analyst ensures that technology ranging from laptops and mobile devices to infrastructure and applications is effectively used to manage Berry Street’s operations across various programs and services. This involves collaborating with end users, business owners, vendors, and technical staff as part of the IT Service Desk and Infrastructure Team to ensure high availability, regular updates, and seamless integration of these systems.</p>
<p>OUR VALUES</p> <p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’.</p> <p>Integrity: to be true to our word.</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations.</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way.</p>	<p>PRIMARY OBJECTIVES OF THE ROLE</p> <p>Primary objectives and responsibilities include:</p> <ul style="list-style-type: none"> • Manage all staff requests for ICT with exceptional customer service while employing a logical approach to troubleshooting. • Manage issues for a wide range of IT hardware, systems, and applications. • Provide technical support and manage resolution of business incidents and requests. • Serve as the first point of contact for IT support, assisting staff by quickly identifying and resolving their IT problems and escalating to designated teams as required. • Engage with external vendors and key internal stakeholders to understand needs and to solve problems. • Log service request and incident tickets, effectively planning and prioritizing them. • Ensure that all troubleshooting assistance is clearly recorded, with every request and incident logged, and that investigation reports and resolution notes are thoroughly documented. • Create, maintain and publish system and process documentation, guidance notes/ knowledge base articles for staff and technical teams.

Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills. Berry Street is committed to being a child safe, child friendly and child empowering organisation. **In everything we do we seek to protect children.**

- Deploy, administrator, and support all corporate PCs, mobile devices (including telephony systems), AV and other networking hardware.

REPORTING RELATIONSHIPS

This role is based at our Shepperton Office in Berry Street’s Hume Region, Yorta Yorta Country. This role reports to the Manager – IT Service Desk, who will provide supervision and review.

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street is committed to service delivery that prioritises and celebrates diversity and inclusion in our staff and the children, young people and families we support. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Excellent written and oral communication skills (including public speaking, presenting, and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities, monitoring workloads and practising and promoting self-care strategies.
- Ability to work independently and as part of a team.
- Demonstrated experience in technical support.
- Ability to provide clear over-the-phone or email support and advice to staff.
- Excellent written and verbal communication skills.
- Demonstrated ability to manage competing demands in a high paced environment.
- Documentation and record-keeping skills, with strong attention to detail.
- Demonstrated teamwork skills.
- Respect and empathy for peers and non-technical users.
- Have a strong personal commitment to taking ownership of technical issues and working diligently to provide a solution, even if the issue might seem routine or

unremarkable.

- Strong problem solving / troubleshooting skills.
- Strong understanding of IT systems, customer focus and a proactive mindset.
- Experience in technical/desktop support (2+ years), with a solid understanding and knowledge of Office 365 administration, Active Directory, Entra ID, and networking concepts (TCP/IP, DNS, DHCP)
- Possess a strong cybersecurity mindset, with the ability to inspect for and report any vulnerabilities to the security team and proactively educate users.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A Bachelor level qualification in Information Technology. • Staff members must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. • Positions working in unsupervised contact with young people in Out of Home care settings will be subject to Worker Carer Exclusion Scheme (WCES). Employees have a legal obligation to advise Berry Stret if they are under investigation or have been excluded prior to and during the course of their employment. 	<ul style="list-style-type: none"> • ITIL certification. • Experienced and proficient in Mobile Device Management (MDM), Microsoft Intune, and Network Monitoring.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Technology Management	<ul style="list-style-type: none"> • Manage the deployment, administration, and maintenance of all IT hardware, including but not limited to PCs, laptops, mobile phones, and video conferencing equipment, ensuring compliance with the Standard Operating Environment (SOE). • Manage and maintain core business applications critical to Berry Street's operations, including Client Systems, Microsoft Suite, HR, • Financial, Records, and Facilities systems. Ensure these applications are consistently available, updated, and integrated with other essential systems across various programs and services. • Regularly monitor the performance and availability of these systems to ensure they meet the operational needs of over staff across Victoria. Troubleshoot and resolve issues promptly to minimize downtime and disruptions to business operations.
Service Desk Support	<ul style="list-style-type: none"> • Act as a liaison between Berry Street and external vendors, as well as internal stakeholders. Understand their needs, communicate technical issues and collaborate to find solutions that align with the organisation's objectives. • Take ownership of service tickets from initiation to resolution. This includes logging, tracking, prioritizing, and closing tickets efficiently, ensuring that service level agreements (SLAs) are met, and users are satisfied. • Lead by example in actively promoting and implementing the requirements of Berry Street's positive duty to provide a safe

	<ul style="list-style-type: none"> workplace, health and safety management system – policies, procedures, and processes. Including, holding staff accountable for observing all safe work procedures, rules, and instructions.
<p>Security Operations</p>	<ul style="list-style-type: none"> Conduct regular monitoring of the IT environment to identify potential security risks and vulnerabilities. Capture and escalate security incidents as needed, ensuring they are addressed in a timely manner to protect Berry Street’s digital assets. Collaborate closely with the security team to proactively identify and remediate security vulnerabilities within the IT infrastructure. Implement patches, updates, and other security measures to minimize the risk of breaches. Ensure that all security operational processes align with Berry Street’s defined policies and controls. Regularly review and update security protocols to maintain compliance with regulatory requirements and internal standards. Contribute to the successful delivery and implementation of Berry Street’s Cyber Security program. Work alongside the IT team, external vendors, and the IT Managed Services Provider to execute security initiatives that protect the organization’s data and technology.
<p>Collaboration and Process Improvement</p>	<ul style="list-style-type: none"> Continuously identify opportunities to improve both business and technical processes within the IT department. Recommend and implement changes that enhance efficiency, reduce costs, and improve service delivery. Create, update, and publish knowledge base articles that serve as a resource for both staff and technical teams. These articles should address common issues, provide troubleshooting steps, and offer best practices for using Berry Street’s IT systems. Serve as a subject matter expert in IT, providing guidance and support for the implementation of new technologies, processes, and security measures. Collaborate with the IT team and external partners to ensure the smooth integration and operation of new systems. Work closely with external vendors and the IT Managed Services Provider to ensure that their services meet Berry Street’s Standards and requirements. Facilitate communication and coordination between vendors and internal teams to achieve project goals and resolve any issues that arise.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Occasional
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Not Applicable
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Not Applicable
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Not Applicable
Work Environment	Manage demanding and changing workloads and competing priorities.	Regular
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Occasional
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Daily
	Work rostered hours with the possibility of overtime.	Daily
	Work on-call after hours.	Occasional
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Daily
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Regular
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional

	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily