

Position Description

Position title:	Service Desk Analyst
Support Function:	Technology & Innovation
Reports to:	Service Desk Team Leader
Last review date:	2019

“In the first 1000 days we make the difference of a lifetime”

Plunket Strategy

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

Overview of Technology and Innovation

Our functional teams at Plunket’s Support Office contribute to achieving this strategy by providing customer-centric services, which help Plunket to: better understand and measure its performance; strengthen stakeholder relationships; secure and diversify revenue sources; manage and leverage its resources; collect and use information to inform decisions; and to attract, develop and retain our paid and unpaid people.

Our Technology & Innovation function (T&I) partners with our customers to develop fit-for-purpose technologies and information systems that enable, support and enhance innovation and excellent service delivery. We do this by:

- Helping all Plunket People to do their jobs effectively through the use of technology
- Enabling Plunket’s decision making to be fuelled by information, knowledge and insights
- Facilitating and fostering innovation within Plunket

Purpose of position

The Plunket T&I Service Desk Analyst position is focused on first level hardware and software support and will usually be the first point of contact for our clients.

Customer service and people skills are an important attribute to carrying out this role. First level support involves responding to and recording of calls in the Plunket service desk system. First level support will determine the nature of the call (incident, problem or request) and the appropriate course of action.

Dimensions of the position

Responsible to: Service Desk Team Leader

Responsible for:

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal: Team members, senior team members, team leader

External: External vendors

Key accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

Business as Usual:

- The logging of Incident detail in the Plunket Service Manager system
- Assignment of incidents to 2nd level or external parties
- Initiates Incident escalation
- Reviewing service request details for completeness
- Hardware and software request fulfilment
- Contribute content to the T&I knowledge base repository

Leadership:

- Participate as T&I representative on working groups and projects as appropriate
- Work across the T&I team, contributing to the team's goals and assisting others to meet the team's goals
- Demonstrate organisational leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling the desired culture and ways of working

Relationship Management

- Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner to get the right outcome for the organisation, while also maintaining the relationship
- Partner with other members of People Services, and the wider T&I team to ensure frameworks, policies and tools are seamlessly integrated into other key processes
- Partner with Finance and business managers to support business planning and budgeting processes.
- Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
- Quickly establish credibility and working relationships to be an effective coach of managers
- Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focused
- Seek feedback about the service they provide and self-reflect on ways to improve

Health & Safety

- Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
- Always ensures own and others' safety and observes health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individual safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and reports all incidents, accidents, and near misses in accordance with policy

Position description and scope of duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Knowledge, Skills and Experience (including Technical Competencies)

Background / Experience

- Minimum of 2 years' experience in a similar role
- Proficient in the use of Desktop Applications such as Office 365
- Well-developed communication skills and able to convey technical issues in a way non-technical people can understand
- The ability to apply a customer service approach and work in a collaborative and consultative way with all Plunket staff
- Follow through with commitments and foster mutual trust with all parts of Plunket
- Meets or exceeds customer expectations
- Full drivers' licence
- ITIL - preferred

Skills

- Able to adapt to changing circumstances, people and situations in a timely and positive way
- Ability to organise and prioritise tasks efficiently to achieve results
- Strong desire to succeed has the perseverance to find appropriate solutions to challenges
- Flexible: a quick learner who enjoys variety and the challenge of juggling multiple priorities

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour – Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability

Thinking

- Is comfortable with complexity – understands alternative worldviews
- Can see beyond face value to identify new, sustainable opportunities
- Keeps perspective and is pragmatic and solutions focused
- Able to accept and work with ambiguity and change

Interpersonal

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues

- A self-starter who can support and motivate key managers and staff

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice
- Is committed to growing the business and developing relationships

Emotional Maturity

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations