



## POSITION DESCRIPTION

|                                |                                                                                                                                                 |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>         | Service Desk Specialist                                                                                                                         |
| <b>Award Classification:</b>   | HS1                                                                                                                                             |
| <b>Award / Agreement Name:</b> | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027 |
| <b>Position Reports to:</b>    | Service Desk Manager                                                                                                                            |

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

Our promise

# Healthier together



## 1. POSITION PURPOSE

The role of the ICT Service Desk Specialist is a customer facing role, primarily responsible for the logging, resolution and escalation of ICT service incidents. The role will work primarily on the EH ICT Service Desk and includes acting as a primary contact point for staff requiring assistance from the ICT department.

Expected deliverables of this role;

- To deliver the high quality support critical for achieving business goals □ Customer service focused with a positive “can do attitude” □ To identify and resolve incidents as and when reported.
- To assist users in the efficient use of ICT systems.
- As a key member of the EH ICT Service Desk you will undertake; ○ As per the attached Eastern Health ICT Service Level Agreement ○ Handle complaints and facilitate job escalations when issues arise ○ First point of contact and filtering for all user enquiries and requests into ICT dept.

The position is responsible to the Service Desk Manager – Eastern Health.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Provide leadership and support of ICT equipment and services to all EH staff and affiliated personal.
- Responsible for the achievement of primary Service Desk KPI's; ○ 70% of all calls to service desk answered within 60 seconds ○ 70 % of calls to Service Desk to be resolved at the initial contact  
○ 80% of calls to the Service Desk being completed within 3 working days of lodgement
- Responsible for staff achieving other SLA targets as set out in the EH ICT Service Level Agreement
- A strong technical back ground to undertake and facilitate Service Desk staff in; ○ Incident detection and recording ○ Problem classification ○ Investigation and diagnosis ○ Resolution and recovery or escalation ○ Incident closure
- Minimise the adverse effect on the business of Incidents and Problems caused by errors in the ICT Infrastructure.
- Liaise with key stakeholders, including key staff and practitioners, to deliver the best quality Service Desk support under the service level framework.
- Work closely with all ICT staff including Technical Operations, Infrastructure, Applications and Network Operations staff and team leaders.
- Ensure innovative practice and continuous quality improvement.
- Assistance with compliance and audit processes.
- Excellent interpersonal skills.
- Customer focused.
- Ability to work as part of a multi-functional team.
- Excellent technical understanding in a broad range of IT systems.
- A high level of knowledge of the MS suite of products.
- Have a cyber-security focus and cyber security technical and functional acumen. Consider cyber security in all aspects of work, documentation and decision-making. Keep up to date with advances in threat actor intelligence, cyber security controls and solutions that will mitigate cyber security risks and apply this to your role and work.
- Be available for after hours on call roster, scheduled and unscheduled (best endeavours) work when required.

### **Experience & Knowledge Needed**

- Knowledge of MS office products including exchange and administrator tools
- Broad knowledge in LAN/WAN infrastructure, and data communications
- Knowledge of ITIL Service desk systems and the establishment of Incident Reporting and workflow.

## **3. SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

## **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## **9. EASTERN HEALTH'S PROMISE**

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## **10. ATTACHMENTS**

☐ Attachment 1    Key Results Areas

## **11. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

**INCUMBENT STATEMENT**

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**ATTACHMENT 1**

**KEY SELECTION CRITERIA**

|                                |                                                                                                                                                        |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>         | <b>Service Desk Specialist</b>                                                                                                                         |
| <b>Award Classification:</b>   | <b>HS1</b>                                                                                                                                             |
| <b>Award / Agreement Name:</b> | <b>Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025</b> |
| <b>Position Reports to:</b>    | <b>Service Desk Manager</b>                                                                                                                            |

|                                |                                 |                              |
|--------------------------------|---------------------------------|------------------------------|
| <b><i>Key Result Areas</i></b> | <b><i>Standard Measures</i></b> | <b><i>Key Activities</i></b> |
|--------------------------------|---------------------------------|------------------------------|

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|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Desk support                                                                                            | <ul style="list-style-type: none"> <li>▪ Send email response to all emails within 15min Log</li> <li>▪ 100% of all calls</li> <li>▪ 80% of calls logged with Service Desk are completed within 3 days</li> <li>▪ 70% of calls resolved at 1<sup>st</sup> level</li> <li>▪ 70% of calls answered within 40 Seconds</li> <li>▪ Less than 5% of queue call abandoned</li> <li>▪ 3.5 Minute average talk time in queue or less</li> <li>▪ 3 minute queue waiting time or less</li> <li>▪ Queue calls capped to 15 minute maximum</li> </ul> | <ul style="list-style-type: none"> <li>□ Answer Service Desk queue calls</li> <li>□ Respond to E-mail and web based enquires</li> <li>□ Log all calls in service desk system</li> <li>□ Resolve 1<sup>st</sup> Level calls Audit and maintain user security</li> <li>□ Refer unresolved issues to 2<sup>nd</sup> level teams</li> <li>□ Manage individual queue performance targets</li> </ul> |
| After hours support                                                                                             | <p>Participate in On-call roster as required (not applicable until after 6 months with EH)</p> <p>□</p>                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>□ Answer after hours on call queries</li> <li>□ Triage to ensure only priority one issues are dealt with</li> <li>□ Troubleshoot and escalate as required</li> <li>□ Log all Incidents in the Service Desk system accurately.</li> </ul>                                                                                                                |
| Service Desk communications                                                                                     | <p>□ All downtimes are communicated to customers with agreed timeframes Key staff are aware of ICT changes</p> <p>□</p>                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>▪ Communicate downtime requirements to customers and with ICT</li> <li>▪ Ensure that problems are escalated and communicated to the appropriate ICT personnel</li> </ul>                                                                                                                                                                                |
| Manages risks                                                                                                   | <p>□ All risks are to be reported to management and documented.</p> <p>□ Risks should be managed within Eastern existing Risk Management platform.</p>                                                                                                                                                                                                                                                                                                                                                                                  | <p>□</p> <p>Discovery, documentation and escalation of risks</p>                                                                                                                                                                                                                                                                                                                               |
| Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace. | <p>□ Reports hazards, near misses and injuries immediately Uses personal protective equipment</p> <p>□ Comply with risk management policies and procedures and instruction</p> <p>□ Attend all safety meetings and training sessions</p>                                                                                                                                                                                                                                                                                                | <p>□</p> <p>□ Complete incident reports</p> <p>□ Elect and support health and safety representatives</p> <p>□ Contribute to risk assessments</p> <p>□ Participate in training and meetings regarding safety</p>                                                                                                                                                                                |