

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Workplace Technology Analyst

Team / Division / Group: Workplace Technology/Corporate T & T/Service Futures

Reports to (Role Title): Head of Workplace Technology

Number of Direct Reports: 0

Budget Mgt Accountability (Opex & Capex Amounts):

2. WHAT DOES THIS JOB DO?

Job Purpose:

Provide first level support for incident resolution and service request management for corporate applications, software, hardware and network systems with the use of remote desktop tools and onsite support.

Responsibilities (20 dot points or less):

Service Delivery & Support

- Accurately log, categorise and manage incidents and service requests in the service management platform
- Provide first-level support and resolve incidents and requests at first point of contact wherever possible
- Escalate incidents and requests to the appropriate resolver groups when they cannot be resolved at first level
- Work within agreed service level agreements and operating level agreements
- Support the procurement, setup and installation of hardware, software and peripherals for staff
- Deliver face-to-face support through the Tech Lounge on a rotational basis, as required
- Liaise with external vendors and technical support partners where issues cannot be resolved internally
- Support the coordination of major (high-severity) incidents in line with defined processes

Communication & User Enablement

- Provide practical advice, guidance and basic training to users on workplace technology and standard business applications
- Communicate clearly and professionally, translating technical concepts into plain language
- Contribute to the development and ongoing maintenance of internal knowledge articles and support documentation

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Continuous Improvement

- Identify opportunities to improve service delivery, user experience and team performance
- Contribute to small projects and continuous improvement activities

Rostering & Availability

- Participate in a rotating roster between 9:00am and 5:00pm, Monday to Friday, to maintain agreed service coverage

Safety & Compliance

- Demonstrate a strong personal commitment to YVW's safety culture and safe ways of working
- Perform other reasonable duties that support the effective operation of YVW and the Workplace Technology team

3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience (optional)	ADMIN ONLY Attribute Type
Tertiary qualified in IT or business-related principle which must include specific studies in relation to Information Technology	Advanced		
Service desk telephone support experience	Advanced		
Experience using a call management system (Service Now)	Intermediate		
Strong knowledge of Microsoft based operating systems Windows 10/11	Advanced		
Advanced troubleshooting experience across Microsoft 365 environment, including administration, desktop applications, SharePoint and OneDrive permissions and more	Advanced		
Sound knowledge of all Microsoft Office products	Advanced		
Experience troubleshooting all hardware and peripheral issues.	Advanced		

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Experience in using an Active Directory/Azure environment	Intermediate		
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3B. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes	• Demonstrated focus on customer service excellence • Professional telephone manner and strong communication skills • Excellent time management skills • Self-motivated • Ability to work independently and within a team environment • Strong business understanding and focus • Demonstrated conflict management and resolution experience • Make decisions that consider value for the customer • Adheres to safety processes and procedures
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4. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

PEEPS will capture training or certifications that a person requires to undertake their job activities. When completing this section, do not only consider performance effectiveness, but also consider auditing and safety compliance requirements. When a person is associated with a job, but does not have the required skills, the manager and person will be notified.

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (eg. certificate, ticket, observation, on-the-job etc...)	Renewal Required (Y/N/Unsure)	Renewal Frequency (eg. Never, 1 year, 5 years etc...)
Qualifications / Certificates				
ITIL Certification	Mandatory	Certificate		
MCP	Desirable	Certificate		
Licenses/Tickets				
Full Victorian Driver's License	Mandatory			
Training				
Other (incl. on-the-job, secondments, etc.)				