

Role Description

Role Details	
Title	Service Desk Analyst
Manager Title	Service Desk Manager
Directorate and Group	Organisation Support / Information Systems and Services
Band	C
Date	14 June 2023
Approved By	Chief Information Officer, Information Systems and Services

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āiane, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation *Te Papa Atawhai* (DOC) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

Role purpose

The purpose of a Service Desk analyst position is to provide effective and efficient technical support to end-users within the Department of Conservation. The primary responsibilities of a Service Desk analyst include responding to IT requests and incidents from users through various communication channels such as phone, email, and LiveChat.

The Service Desk analyst will support the end-users by working on a rostered shift to provide 7 days a week Service Desk operation, between the hours of 7am and 6pm, including out of hours support for critical incident escalation.

Key working relationships

Internal	External
All of DOC	Support partners & vendors

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Accountabilities

Accountability	This includes....
Specific to role	<ol style="list-style-type: none"> 1. IT Support: Providing frontline technical support to end-users by promptly responding to their IT requests and incidents through phone, email, LiveChat, or other communication channels. This includes troubleshooting software and hardware issues, diagnosing network problems, and guiding users through resolution steps. 2. Incident Management: Logging and categorising IT incidents reported by users, ensuring accurate documentation of incident details such as symptoms, impact, and urgency. Taking ownership of incidents, managing their lifecycle, and working towards timely resolution or escalation to higher-level support teams. 3. Service Request Fulfillment: Managing user service requests, such as software installations, access provisioning, and password resets. Adhering to defined processes and service level agreements (SLAs) for service request management, ensuring requests are fulfilled within agreed-upon timelines. 4. Documentation and Knowledge Management: Maintaining accurate and up-to-date documentation of incidents, service requests, and troubleshooting procedures. Contributing to the knowledge base by documenting solutions, best practices, and FAQs to facilitate efficient problem resolution and enhance the overall knowledge of the support team. 5. Customer Satisfaction: Ensuring high levels of customer satisfaction by delivering excellent customer service and support. Effectively communicating with users, setting clear expectations, and providing regular updates on incident status. Resolving issues in a timely manner and following up with users to confirm problem resolution and satisfaction. 6. Collaboration and Escalation: Collaborating with other IT teams, such as infrastructure, applications, and security, to resolve complex issues and ensure seamless service delivery. Escalating incidents and service requests to appropriate teams when necessary, ensuring a smooth handover and effective communication. 7. Continuous Improvement: Identifying opportunities for process

Accountability	This includes....
	<p>improvements, efficiency enhancements, and automation within the service desk function. Providing feedback on recurring issues, suggesting preventive measures, and actively participating in team meetings and discussions to contribute to the continuous improvement of ISS services.</p> <p>8. ServiceNow Utilisation: Leveraging ServiceNow or other IT service management platforms effectively to manage incidents, service requests, and knowledge documentation. Proficiency in utilising relevant features and functionalities of ServiceNow, such as incident tracking, knowledge base management, and reporting, is often an accountability for this role.</p>
Build and maintain effective stakeholder and customer relationships	<p>Working collaboratively with teams across DOC and contributing effectively to cross-functional teams</p> <p>Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations</p> <p>Representing DOC and coordinate cross-agency initiatives within area of responsibility</p>
Work management and delivery	<p>Delivering on tasks as set out in work plans, annual expectations, task assignments and operating reviews</p> <p>Identifying critical issues and risks and ensure they are constructively raised and addressed</p> <p>Managing knowledge and information to ensure it is secure, current and appropriate access protocols are applied</p> <p>Taking all practical steps to ensure your own safety and the safety of others in the workplace</p>

Capabilities Required	
Specialist skills	<ol style="list-style-type: none"> 1. Technical Knowledge: Possessing a solid understanding of common IT concepts, hardware, software, and networking fundamentals. This includes proficiency in operating systems (such as Windows and macOS), productivity software (like Microsoft Office/365, Adobe), basic troubleshooting techniques, and familiarity with ITIL (Information Technology Infrastructure Library) processes. 2. Problem-solving Skills: Demonstrating strong analytical and problem-solving abilities to diagnose and resolve technical issues efficiently. Being able to break down complex problems, identify root causes, and apply logical troubleshooting steps to find solutions. Adapting to new technologies and learning new tools quickly. 3. Customer Service Orientation: Having a customer-centric mindset with a strong commitment to providing exceptional service. Active listening

Capabilities Required	
	<p>skills to understand user issues, empathy in dealing with frustrated users, and a patient and positive attitude to guide users through problem resolution. Ability to manage difficult situations professionally and maintain composure under pressure.</p> <ol style="list-style-type: none"> 4. Communication Skills: Possessing excellent verbal and written communication skills to effectively interact with users and colleagues. Articulating technical information in a clear and understandable manner, adapting communication style to suit different audiences, and ensuring that users understand the steps and solutions provided. Active listening, asking pertinent questions, and documenting information accurately. 5. Time Management and Prioritisation: Managing multiple tasks and competing priorities effectively, while meeting established service level agreements (SLAs). Being able to prioritize incidents and service requests based on urgency, impact, and business needs. Working efficiently and maintaining a sense of urgency to resolve issues within defined timelines. 6. Collaboration and Teamwork: Working collaboratively with other IT teams, sharing knowledge and insights to ensure effective problem resolution and service delivery. Demonstrating good interpersonal skills, fostering a positive team environment, and actively participating in team meetings and discussions. 7. ServiceNow or ITSM Experience: Familiarity with IT service management platforms like ServiceNow is often desirable for Service Desk analyst roles. Experience in utilising ServiceNow or similar tools for incident management, service request fulfilment, knowledge management, and reporting can be advantageous. 8. Service Desk tools : Familiarity working with Service Desk phone, chat and email channels, and the use of remote access and other tools. 9. Adaptability and Continuous Learning: Being open to change and adapting to evolving technologies, processes, and best practices. Having a mindset of continuous learning and professional development to stay updated with the latest IT trends and developments.
Collaboration, relationship building, communication and interpersonal skills	<p>Ability to interact productively with a wide range of people</p> <p>Recognises importance of seeking and considering other perspectives</p> <p>Able to work effectively with peers to solve problems</p> <p>Gains trust easily and supports peers</p> <p>Demonstrates and fosters collaboration across teams</p>
Organisation contribution	<p>Provides considered feedback and input to decision making</p> <p>Identifies and suggests opportunities to do things differently</p> <p>Proactively seeks to understand organisational or wider context of own role</p>
Delivering results	<p>Plans and organises work to deliver on objectives</p> <p>High personal and professional standards and accuracy</p>

Capabilities Required	
Treaty Partnership	<p>Understands where the Māori Crown relationship is important to DOC</p> <p>Able to use day-to-day tikanga at work, e.g. waiata and pepeha</p> <p>Knows to seek advice or support when required</p>

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).