



# Bank of us.

Tasmania | Community | Customer

## Position Description



**Name:**  
Vacant



**Title:**  
Service Desk Analyst



**Reports to:**  
IT Service Desk  
Manager



**Location:**  
Devonport or  
Launceston

## Role Purpose

Your number one aim in this role is to provide excellent IT support and customer service to Bank of us staff, in accordance with IT Service Desk best practice and ITIL frameworks. You and your team will be the first point of contact for resolving IT support tickets where possible, or escalating them to the appropriate teams or vendors, as needed. You will also contribute to the continuous improvement of the IT Service Desk processes and procedures, by providing feedback, suggestions, and solutions that enhance the efficiency and effectiveness of the IT Service Desk function.

Key to your success will be the professional manner in which you conduct your duties and the ability to build strong relationships with all teams across the organization and adapt to a fast-paced and ever-changing environment.

## Skills we are looking for

- Excellent written communication skills, including the ability to write user documentation.
- Excellent verbal communication skills.
- The ability to develop strong internal and external working relationships.
- The ability to investigate issues, requirements and identify/prioritise appropriate solutions.
- The ability to prioritise and manage multiple tasks.
- Strong problem solving, decision making and analytical skills.
- Punctual and detail-oriented, with excellent problem solving, and troubleshooting skills.
- Ability to work in a flexible environment.
- Attention to detail

## Personal Qualities we are looking for

- A commitment to providing exceptional customer service.
- A commitment to achieve quality outcomes.
- A commitment to being a team player.
- A professional approach and be well presented.
- Conduct yourself in a manner that represents the Bank of us values & behaviours.
- A willingness and the ability to acquire new skills and knowledge through training and self-paced learning
- The ability to be an innovative, creative and a lateral thinker.
- Self-motivation and an ability to work with autonomy.
- Strong set of personal and business values which complement the organisation's culture, values and behaviours of Live it, Love it, Own it.

## To succeed you will have (to be addressed as part of the application)

### Experience

- Well-developed communication and interpersonal skills together with the ability to liaise and collaborate effectively with both internal and external stakeholders at all levels.
- Ability to self-manage tasks, logical, flexible and thorough approach to work.
- Demonstrated knowledge of Windows operating systems, and Microsoft applications.
- Previous experience in service desk support or other IT technical roles (desirable, but not essential).
- Previous experience with Microsoft Windows Autopilot device deployment (desirable, but not essential).
- Previous experience in the banking/finance industry (desirable, but not essential).

### Qualifications & Licenses

- Relevant IT Qualification ie. Certificate in Information Technology or tertiary qualification.
- Willingness to undertake further studies relevant to the position.
- Hold and maintain a current driver's license (regular intrastate travel will be required)

## Key Relationships

### Internal Relationships

- Service Desk team (IT Service Desk Manager, Service Desk Analyst)
- Technology teams
- All Staff

### External Relationships

- Bank of us approved Hardware and Software suppliers

## People

**Assist with fostering a culture of achievement and collaboration within the IT Service Desk team, broader technology teams, external third parties and internal teams, ensuring the relationships add value to the organisation and support strategic objectives.**

- Build strong working relationships with team members within the immediate team and across other teams in Bank of us.
- Assist with creating a working environment that fosters an achievement culture and collaboration within the IT Service Desk team, broader technology teams, and across the organisation.
- Continually seek ways to improve IT delivery and services.
- Support our users remotely and in-person at our 8 different locations throughout Tasmania.
- Contribute to the achievement of department targets and goals.

### Success looks like:

- Personal behaviours aligned to Live it, Love it, Own it.
- Internal Customer Satisfaction Survey Results
- Personal development completed as per development plan.
- Positive contributions to your team's goals, plans and initiatives.
- Accrued recreational leave taken each year.
- Evidence of continuous improvement.

## Key Responsibilities

### Customer

**Provide timely, professional, and courteous IT support service to Bank of us staff, ensuring their issues are resolved or escalated as required.**

- Act as a first point of contact and provide an avenue for problem solving for internal clients.
- Investigate service desk tickets, always demonstrating a customer service focused approach.
- Be committed to your internal clients and strive to continually provide them with exceptional customer service.
- Provide technical assistance and support for projects of other business units within Bank of us as required.
- Manage service desk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency and escalate when necessary.

### Success looks like:

- Adherence to SLA's
- Completion rate/time/quality of objectives.
- Evidence of continuous improvement
- Internal Customer Satisfaction Survey Results.

### Business

**Perform IT Service Desk activities, such as logging, tracking, resolving, and closing tickets. Contribute to the continuous improvement of the IT Service Desk function, by providing feedback, suggestions, and solutions that enhance the efficiency and effectiveness of the IT Service Desk processes and procedures.**

- Implement the Service Desk strategy at the service level, in collaboration with the IT Service Desk Manager and other team members.
- Diagnose and troubleshoot IT issues, and guide users through resolution steps.
- Liaise with broader IT technology teams, and vendors to escalate tickets where required.
- Contribute to the Bank of us Knowledge Bases by producing professional, intuitive documentation for a variety of audiences.
- Handle end-user device provisioning and decommissioning, including supporting staff on/offboarding, device repair and the replacement lifecycle.
- Provide timely and professional service desk function, in line with policy and procedures.
- Ensure all ICT requests and issues are logged and tracked, including maintaining detailed notes communications on the ticket.
- Perform ad hoc duties as and when requested in a co-operative and timely manner that will assist in ensuring the smooth running of the Service Desk.
- Provide technical assistance and support for IT projects and projects of other Business Units within Bank of us as required.

### Success looks like:

- Delivery of Business-as-Usual activities.
- Quality of feedback, suggestions, and documentation.
- Tickets are actioned in a timely manner, and contain detailed notes and communications.

# Key Responsibilities

## Risk, Values and Behaviours

Ensure that all aspects of the role and administration are carried out in accordance with Bank of us vision, values, behaviours of Live it, Love it, Own it, policies and procedures and comply with relevant State and Federal legislation.

- Contribute to maintaining Bank of us' reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements such as statutory, legal and ethical obligations and maintain an up to date knowledge and accreditation of Bank of us policies, procedures, products and services.
- Ensure information security is maintained at a high standard, ensuring the integrity of Bank of us is not compromised.

### Success looks like:

- Risk, Values and Behaviours as per P2S.

## Other

- Undertake any other reasonable duties as directed by the IT Service Desk Manager from time to time.

Employee's Signature	Date	Leader's Signature	Date
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