

# IT Service Desk Analyst, APS Level 5

## Position Details

<b>Job Reference Number</b>	Various (Two positions)		<b>Title</b>	IT Service Desk Analyst
<b>Classification</b>	APS 5	<b>Division/ Branch</b>	Capability division / IT branch	
<b>Status</b>	Non-Ongoing/Ongoing, Full-time	<b>Section</b>	ICT Infrastructure Management	
<b>Salary Range</b>	\$70,375 - \$77,125 per annum		<b>Location</b>	National Office, Canberra ACT
<b>Contact Person</b>	Danny Kane		<b>Contact Number</b>	(02) 6271 4769
<b>Date Applications Open</b>	07 September 2017		<b>Date Applications Close</b>	22 September 2017

## Agency Purpose

The Australian Electoral Commission (AEC) is an independent statutory authority established by the Australian Government to maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs.



## The AEC's values and commitments

The AEC values and commitments are an essential component of our operating environment and frame how AEC staff work. The AEC's focus is on electoral integrity through the values of **quality**, **agility** and **professionalism**.

## Locations

The AEC is geographically diverse with a [National Office](#) in Canberra, a [State Office](#) in each state capital and a Northern Territory Office in Darwin. Each state is divided into electoral divisions (there are 150 across Australia), which may alter in accordance with changes to the distribution of electoral boundaries.

## Work Environment

The IT Branch delivers information and communication technology services to the AEC and is divided into four groups: IT Executive, IT Applications, Enterprise & IT Governance and ICT Infrastructure Management. ICT services are delivered through a select sourcing model, with a mixture of in-house and outsourced resources.

The ICT Infrastructure Management Section is responsible for IT Operations including the IT Service Desk and delivering ICT infrastructure services across the AEC through integration of in-house services and services provided by external organisations.

The AEC is committed to the APS values of being impartial, committed to service, accountable, respectful and ethical.

## Job Summary

Providing support, education and guidance in the deployment and maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues.

## Our Ideal Candidate

The ideal candidate will have relevant qualifications, and/or one year or more experience in an ITIL/ITSM structured service desk. Ideally the candidates should be able to perform service desk tasks with limited supervision, be familiar with the Microsoft product suite and have the ability to communicate task progress effectually.

## Duties

Under limited supervision from the IT Service Desk Manager, the IT Service Desk Analyst will:

1. Assist AEC staff via phone, email, remote and onsite support with incidents and service requests within an ITIL framework;
2. Undertake Level 1 and 2 Desktop support for staff in the AEC's National Office; Canberra City ACT and other AEC locations as required across the country;
3. Perform systems administration and asset management tasks in support of the ICT Operations team;
4. Undertake trend analysis and incident resolution, including the additions to and maintenance of knowledge database information;
5. Provide assistance in the ongoing development of procedural documentation and staff training and mentoring;
6. Provide general assistance to AEC staff to meet project deliverables;
7. Provide assistance with specification, research, evaluation, and recommendations for the improvement of service delivery to AEC staff; and
8. Perform a range of other tasks as directed.

## Politically Sensitive Position

*Any person who is, and is seen to be active in political affairs, and intends to publicly carry on this activity, may compromise the strict neutrality of the AEC and cannot be considered.*

## Security Requirement

This position is a position of trust. The occupant must be able to obtain and maintain a baseline level security clearance, or hold a current security clearance of an appropriate level.

## Selection Criteria

The AEC uses the Integrated Leadership System (ILS) as defined by the Australian Public Service Commission, for selection of staff at this level. Further information relating to the leadership capabilities for this position can be found at <http://www.apsc.gov.au/learn/frameworks-and-guidelines/ils>

Please provide a statement of claims against the appropriate ILS level and describe how your skills, knowledge, experience and qualifications would make you suitable for this role and meet the below selection criteria.

### Essential

#### Supports strategic direction

- Supports shared purpose and direction
- Thinks strategically
- Shows judgement, intelligence and common sense

#### Achieves results

- Identifies and uses resources wisely
- Responds positively to change
- Takes responsibility for managing work projects to achieve results

#### Supports productive working relationships

- Nurtures internal and external relationships
- Values individual differences and diversity
- Shares learning and supports others

#### Displays personal drive and integrity

- Demonstrates public service professionalism and probity
- Commits to action
- Demonstrates self-awareness and a commitment to personal development

#### Communicates with influence

- Communicates clearly
- Listens, understands and adapts to audience
- Negotiates confidently

#### Technical Expertise

- Ability to respond to inquiries about software and hardware problems.
- Ability to advise on, and ensure efficient use of applications and equipment
- Ability to determine software and hardware requirements to provide solutions to problems.

## Desirable

A relevant AQF Certificate II or III. At least one year of relevant experience and/or relevant vendor certification may substitute for the formal qualifications.

- Demonstrable high standards of client liaison and problem resolution skills.
- Knowledge and experience in the use of Windows 7, Office 2013, Citrix, Active Directory, smart devices.
- Provided example/s of procedural documentation is highly desirable.

## Order of Merit

An order of merit may be created and utilised within 12 months from the position being advertised.

## How to apply

All applications must be submitted online at: <http://www.aec.gov.au/employment/> prior to the closing date.

Your application must include the following:

- An up to date resume
- A candidate coversheet
- A statement of claims addressing the selection criteria

## Notes

There are two IT Service Desk Analyst positions available.