

Whitehorse City Council

Position description

Position title: Service Desk Analyst	
Classification: Band level 5	Effective Date: 11 th Jan 2027
Reports to: Coordinator Technology Operations	Tenure: Permanent Full Time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



Goal Statement

This position is to provide professional, friendly and responsive IT customer service delivery with a client and industry best practice focus. The position supports the organisation in the delivery and continuous improvement of Service Desk, desktop, mobile and application support services. Working in a customer focussed IT team, the role provides sound professional advice to customers, resolves technology incidents and service requests, maintains technology assets and documentation, and supports the effective operation of Council's end user computing environment.

Key Responsibilities

Position Specific Responsibilities

- Resolve incidents / problems / issues raised by the customers of the Organisational Technology department via the servicedesk process ensuring compliance to all applicable service level agreements (SLAs).
- Administration for Microsoft 365 services including Exchange Online, Teams, OneDrive, SharePoint Online, Microsoft Entra ID (Azure AD), and related collaboration technologies.
- Perform user account provisioning, access management, password resets, licence allocation and group membership administration in accordance with security and identity management policies.
- Contribute to continual service improvement initiatives by identifying recurring issues, analysing trends and recommending process, technology or knowledge management improvements.
- Perform workstation, meeting room and audiovisual technology support, including support for hybrid meetings, video conferencing platforms and associated collaboration equipment. Perform initial diagnosis and troubleshooting of incidents and service requests, resolving issues where possible and escalating matters requiring specialist technical support.
- Provide technical support for IT hardware and software in line with vendors' specifications and recommendations. This may include but is not limited to device and component substitution, installation, upgrades, maintenance and replacement of hardware and software.
- Foster good IT practice, particularly in the area of standards, security, audit documentation and contingency and ensure that computer systems are operated and maintained in an effective and secure manner.
- Maintain all IT owned hardware asset and software asset licence data.
- Provide first and second level support for Council desktop, laptop, mobile device, printer, Microsoft 365 and business application environments.



- Install, configure, maintain and support desktop computers, laptops, mobile devices, printers and associated peripherals in accordance with Council standards and operational procedures.
- Support the onboarding, transfer and offboarding of staff through the preparation, deployment and recovery of technology equipment and access requirements.
- Provide support for Council business applications and act as a point of liaison between end users and specialist technical support teams.
- Maintain accurate records within Council's Service Management and Asset Management systems.
- Assist with the maintenance, stocktake and lifecycle management of technology assets to ensure accurate records and compliance with Council requirements.
- Develop and maintain organisational computer procedures, knowledge base articles and user support documentation.
- Assist with endpoint deployment, device replacement programs, software installations, operating system upgrades and technology rollouts in accordance with approved standards and procedures.
- Monitor assigned service desk queues and ensure incidents and requests are responded to and resolved within agreed service levels.
- Undertake initial investigation and triage of cyber security alerts, suspicious activity and reported security incidents and escalate issues in accordance with Council procedures.
- Provide after-hours AV and IT support for Council Meetings as required, ensuring reliable operation of meeting room technology and timely resolution of technical issues to minimise disruption to proceedings
- The incumbent in addition to performing the duties outlined, may from time to time, be required to perform other works as required that, in the opinion of the employer falls within the scope of the incumbent's classification and capabilities.
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Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.



Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- This position involves solving problems, using procedures and guidelines and the application of technical knowledge or knowledge acquired through relevant experience.
- Problems may be of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

Technology and Experience:

- Excellent knowledge of Microsoft Windows and Microsoft 365 products.
- Experience in the use of Service Desk and IT Asset Management systems.
- Experience supporting desktop, laptop, printer and mobile device environments.
- Working knowledge of Microsoft 365 technologies including Outlook, Teams, OneDrive and related productivity tools.
- Understanding of endpoint management technologies and service management practices.
- Experience supporting enterprise business applications such as Pathway, Content Manager, Oracle or similar systems would be advantageous.
- Experience with remote support tools and software deployment technologies.
- M365 Suite.
- ManageEngine or equivalent service management platform.

Qualifications and Experience

Qualifications/ Certificates:

- Diploma or Degree in Information Technology or equivalent knowledge gained through hands-on experience in an Information Technology workplace.
Demonstrated experience in a customer service and technology support role.
- ITIL certification or willingness to obtain certification.

Interpersonal Skills

- The capacity to liaise effectively with staff and suppliers is mandatory. The



- incumbent must have the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of Service Desk activities.
- Ability to explain technical concepts clearly to non-technical users and provide effective support in a customer-focused environment.
- Ability to manage time and prioritise allocated work tasks.
- Ability to operate with patience and empathy when under pressure.
- Ability to support strategies, programs and policies of the IT Department and Council.
- Proactive in keeping management informed of issues that may impact service standards.
- Good communication skills, both verbal and written

Key Relationships:

- Ability to liaise with Council employees, IT support staff, suppliers, vendors and contractors to support the delivery of effective technology services.
- Ability to develop and maintain positive working relationships with customers and stakeholders across all levels of the organisation.

Management Skills

- Ability to manage workload, prioritise service requests and coordinate activities to meet agreed service levels.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Relevant tertiary or undergraduate qualification in Information Technology or similar, including ITIL certification or willing to obtain certification.
2. Knowledge of ICT trends, issues and opportunities particularly those related to desktop, mobile and end user computing support.
3. Demonstrated ability to provide customer service and first and second level desktop support across Windows operating systems, Microsoft 365, desktop hardware, mobile devices and business applications while adhering to agreed service levels.
4. Demonstrated experience installing, configuring and supporting desktop, laptop, mobile and peripheral technologies in an enterprise environment.
5. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.



Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	



Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	
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Any other relevant comments: