



Position Description

Position title:	Senior Service Desk Analyst	Date:	September 2024
Reports to:	Service Desk Manager	Department:	Digital Services
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The SCHL Senior Service Desk Analyst provides an excellent customer service experience through a variety of channels and achieves a high rate of service fulfilment for all SCHL personnel. This role is responsible for ensuring the standards across the team in Incident, Process, Training & SCHL values are achieved by the wider Service Desk team. This role is the first point of contact for most SCHL staff members, providing Level 1 and 2 support with a wide variety of tools across a variety of technology.

The SCHL Senior Service Desk Analyst is responsible for:

- The provisioning and support of diverse digital and technology services (e.g. application support, user provisioning, user access, hardware support, mobile device operations, etc.) for all SCHL end users and Joint Venture personnel.
- Providing an excellent customer service experience over the phone, by email, or in person.
- Participating in Service desk BAU shift and on-call rostering for after-hours support.
- Logging, proactive management, and resolution of Incidents, Service Requests, and problem tickets with exceptional detail inline with logging standards
- Maintaining/updating the Service Desk knowledgebase, in turn, increasing the rate of First Call Resolution (FCR) and reducing Speed to Resolution/Resolution Timeframes.
- Responsible for driving the Service Desk performance assisting the Service Desk Manager to achieve the agreed KPIs & team targets
- Actively creating the required collateral to provide continuous training & upskilling across the Service Desk
- Driving the Quality Assurance program across the Service Desk to ensure consistent and world class customer service delivery

Key Relationships

Internal

- Interactions with a diverse range of users across all SCHL and partner sites.
- DS Technical Operations Team Members

External

- Operational relationships with IT vendors
- SCHL Joint Venture staff (as customers of the service desk)

Key Accountabilities

Service Desk

- First point of contact role for all Southern Cross Hospitals Digital Services and stakeholders. Primarily phone, email & walk in support but all current and future engagement channels.
- Logging of Requests, Incidents, and Problems and assisting with logging system changes.
- Seek to understand the real impact of service problems on customers to deliver the most appropriate service.
- Ownership and proactive management of assigned support calls. Analysis, escalation, and management through to resolution with proactive follow-up and feedback to users
- Provide proactive communication to end users for systems-related events and training
- Providing technical expertise and serving as an escalation point for the Service Desk team; providing mentorship where appropriate.
- Technical point of escalation for the wider Digital Services & Project teams
- Creating and delivering training resources for the Service Desk Team ie: New product onboarding training, product refresh training, new technology rollouts etc
- Conduct data analysis to identify training requirements for Service Desk Analysts.
- Assisting with Service Desk coordination tasks (e.g. Ticket/email/job allocation, roster/break adherence).
- Contributing to the Service Desk Quality Monitoring program across phone, email & tickets
- Represent Service Desk at weekly CAB, communicate any desk impacting changes appropriately
- Technical and process input in the handover from Project to Operations of new technologies
- Manage business wide communications through MIM process, maintenance windows & security notifications on behalf of Digital Services

Provision of Digital Services Support

- Provide Level 1 and 2 support for all production services, to resolve support incidents and requests at first contact.
- Occasional after-hours and weekend work, including some onsite work as required, particularly during project deployment work.
- Assist in the promotion of user self-help and up-skilling by providing user education materials such as tip sheets.
- When required, assist with other business initiatives not explicitly defined within this position description.

Project Resourcing

- Providing resourcing for Projects where required.
- Delivery of project tasks to requirements under direction from assigned Agile Project Manager.
- Demonstrate habit of planning tasks, taking action and learning from those plans and actions.

Customer Centricity

- Ensure written communications – particularly Broadcast communications about incidents and outages, etc. – are written in a non-technical, customer-friendly manner. Avoid jargon in discussions with end users.
- Assist the Service Desk Manager conduct process reviews, customer experience reviews and implementation improvements.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Experience working in IT service and support, call centre or similar technical roles.
- Minimum of 5 years' experience within a corporate environment.
- Excellent communications skills, especially over the phone and via email.
- Amazing interpersonal skills across all levels of management
- Ability to work well under pressure and be a 'steady hand' to the wider team when faced with multiple priorities
- Have a natural interest in helping people, and the know-how to build relationships quickly
- Have an interest in all sorts of technologies and be at ease in both consumer as well as enterprise-type technologies/solutions
- Knowledge of ITIL and associated Service management best practices.
- Experience with modern ITSM tools, methodologies, and best practice usage
- Knowledge of a wide range of Desktop technologies
 - M365
 - Teams (supporting not just using)
 - Outlook
 - Multi Factor Authentication
 - VPN solutions (RDS, PaloAlto Global Protect etc)
 - Active Directory user management (on Prem AD, AzureAD, Hybrid solutions)
 - Printers, MFDs, Label Printers
 - Remote Desktop technologies
 - Adobe Acrobat
 - Desktop level Hardware troubleshooting
 - Password reset tools & best practices
 - Group policies
 - Powershell scripting

Experience and skills desirable:

- Previous experience managing people, backlogs or both
- Escalation/Major Incident management
- Knowledge of hospital or health sector environments is desirable.
- Operational and workflow experience with service management tools such as ServiceNow or Cherwell.
- Has a "can do" attitude, providing high energy levels for self and the team.
- Diligent with strong attention to detail and organisational ability.
- Effective time management, with ability to plan and organise team workload effectively, establishing priorities, and working well under pressure.

Education and qualifications required:

- Technical certification in end-user computing software or technologies is advantageous.
- Certification in ITIL or other service management training

Education and qualifications desirable:

- Tertiary Qualification in computing or a related field

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution