Service Desk Analyst (ICTSC)

Position Details

Reports to: Team Leader Service Desk (ICTSC)

Location: Royal New Zealand Police College

District/Service Centre: ICT Service Centre

Shift work/non shift work: Shift work

Group: Resource Management

Remuneration range: Band C

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: 0

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

The Information and Communications Technology Service Centre (ICTSC)

The purpose of the ICTSC is to provide advice and services to the New Zealand Police covering business process improvement, information management, telecommunications and technology. It is responsible for management, development and security of Police's extensive technology and information assets.

The ICTSC enables Police's strategies by having a deep understanding of operational needs and from there creating innovative services that Police Officers value and use. These services are supported 24/7 by a National Service and Security Management Centre (NSSMC), partners and regionally based staff.

The ICTSC consists of the following functions, working together collegially to deliver on the performance expected by a modern policing operation. These are:

- *Innovation and Alignment* whose mission is to align ICTSC delivery to Police strategy through understanding business and operational requirements, designing innovative services, programme planning and working with partners.
- *Delivery and Operations* whose mission is to ensure that our technology assets deliver services that are cost effective, meet user expectations and can rapidly evolve to meet new operational needs.
- *Information Security* whose mission is to provide assurance that Police information assets are appropriately managed and protected.
- *Information Strategy and Planning* whose mission is to improve operational efficiency and effectiveness of Police by maximising the utilisation of information assets.

OPERATIONS AND INFRASTRUCTURE GROUP

The Operations and Infrastructure group is part of Delivery and Operations, managing Nationwide Servers, SAN and Tape Library environments as well as the Database, Firewalls, Mobile Devices, Desktop, Peripherals, Radio sites and related Infrastructure, Telephony & Data Networks Operations, and ICT Field Support, to ensure it meets the Police business requirements in regards to capacity, availability, performance and security.

Purpose

The purpose of the Resource Management Group is to enable us to deliver Our Business through advice, assurance, training and support

To support the delivery of these outcomes the Service Desk Analyst will:

- Be responsible for the appropriate and timely response to day to day incidents and requests from the end-users to ensure consistent support services are being delivered to customers.
- Accurately log, take ownership and resolve end user requests and incidents in accordance with business best practises and policies and provide adequate feedback on already logged calls.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

- Applies Level 1 technical support services to fulfil business requirements as defined in the appropriate Service Level Requirements/Agreement, including some coordination/escalation across other support teams.
- Delivers Level 1 support services as per documented processes and procedures, to minimise the impact of faults and incidents to the business.
- Applies accepted procedures and processes in order to provide user level access, as requested.
- Acts as a liaison between the customer and other support staff to ensure consistent service is delivered.
- Provides high level of call management tasks to end users, keeping the end users updated with the progress and estimated resolution time.
- Escalates problems as appropriate following NSSMC procedures and provides accurate and timely logging of problems and resolution for problems.
- Applies temporary workarounds as required, and implements fixes as they become available.
- Assumes ownership and delivers 1st level support to end-user incidents and requests that meets service level agreements.
- Monitors the availability of Service Desk services as specified by the customer in the service level agreement.
- Assists with service continuity of Service Desk services as required.
- Provides and/or coordinates implementation of solution requests required by projects and BAU changes, ensuring that product and solution requirements meet established support standards.

- Addresses escalations in a professional and acceptable manner and provides feedback as it becomes available.
- Establishes and maintains a professional customer-focused service delivery culture that is service-based and aligned with current IT industry best practices.
- Provides effective service delivery capability in a way that is aligned with the ICTSC strategic vision and service objectives
- Assists in establishing and maintaining a NZ police wide approach to the Service management lifecycle.
- Follows Police ICTSC standards and procedures, including but not limited to change control, data integrity and security requirements.
- Scope of role is NZ wide with national significance, and can include support to overseas deployments, PLOs, MFAT, Fire Services, and wider Justice sector agencies.
- Carries out any other tasks relating to the provision of support services as directed by the Head of Operations and Infrastructure.

3. Customer Service

- Analyses all issues and resolves to a high standard, or ensures the appropriate specialist team accepts responsibility for resolution, whilst maintaining overall accountability.
- Maintains close liaison with the customers and other ICTSC teams to ensure the Release and Deployment will meet the customer expectations on delivery.
- Ensures all service requests and complaints are received with a professional and customer focused response and escalated where appropriate.

4. Team Work

- Supports and participates in the development and maintenance of a high performing team.
- Takes a constructive approach to team efforts within ICTSC and the wider Police organisation.
- Contributes in a positive manner to the setting and achievement of team goals, objectives and standards.
- Supports working processes and encourages others to follow these processes, providing constructive feedback where relevant.
- Ensures organisation and team objectives are met by proactively supporting team members and associated groups, and identifying and addressing issues to provide improvement in service delivery.

5. Relationship Management

- Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally.
- Builds productive and positive relationships with clients, conducting service reviews for key clients, reviewing performance reports, service improvements, quality and processes.
- Provides management and performance reports to an agreed schedule.
- Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations.
- Negotiates mutually acceptable solutions and resolves conflict constructively.
- Conveys information in a way that provides a clear sense of direction to others.

6. General Management

- Contributes to Police objectives as a member of the Operations and Infrastructure group and ICTSC.

- Acts as a source of expert information and advice in their area of specialisation for Police and ICTSC.
- Fosters a safe environment by integrating safety and health into all aspects of work practices and places of work.
- Ensures that key concepts of quality customer service, Maori responsiveness, partnerships, equal employment opportunities and community orientated policing are adhered to in all projects and initiatives.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- No Core Children's Worker security Check is required

Qualifications

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