



POSITION DESCRIPTION

Job Title:	Service Desk Support Officer – CareMonkey Project
Reporting To:	Senior Business Analyst IT Business Development and Support
Relationships:	Senior Business Analyst IT Business Development and Support, IT Support Team, Head of Business Transformation
Location:	State Office

Purpose of the Position

The Service Desk Support Officer – CareMonkey Project performs a broad range of responsibilities for the Support of Scouts NSW IT Systems, including Membership support.

This role's main focus will be the support during the planning, implementation and rollout of a new software application across the whole organisation, and all customer service and support queries that arise from the project.

The position provides frontline customer support/contact to achieve and deliver a high standard of service to both customers and internal partners. Integral to this will be involvement in multi-skilled aspects of the Department and a working knowledge of all its processes and functions.

Responsibilities and Duties

Assist the Senior Business Analyst IT Business Development and Support in the following Key responsibility areas:

Customer Support

- Administer the daily customer enquiries for the Project roll-out, providing quality customer service and effective resolution of complaints.
- Investigate and resolve application functionality-related issues and provide first level support and troubleshooting.
- Document solutions in such a way that a knowledge base is created and maintained.
- Assist in the development and management of test plans, test cases creation and test execution as required
- Handle customer enquiries and requests to agreed performance standards.

Project Support

- Assist the Senior Business Analyst to maintain / update project plans, project progress reports, and project updates.
- Attend and minute Working Group meetings (which will be after hours and online)
- Manage collaboration tools used by the Working Group
- Liaise with the Working Group to support, update and maintain user guides and FAQ documentation

Procedures and Training Support

- Assist in the development of standard operating procedures for using the application at various level of the organisation
- Provide assistance and advice to business users in the effective use of applications and information technology.
- Assist in the development and production of user resources and training tools such as manuals, quick guides and support documents.
- In conjunction with the Senior Business Analyst IT Support maintain/update all administration business processes both written and electronic for Scouts NSW IT systems

Vendor Support

- Produce problem report tickets as required.
- Liaise with Vendor regarding problem report tickets e.g. Priorities/turnaround times.
- Escalate to the next level / external supplier if required, including documenting what investigations have been completed.
- Establish and maintain effective working relationships with all levels of the business, user community and the vendor

General Duties

- Support all areas of the applications involved with the Project, including new business requirements, testing, security and access controls, auditing of access controls and training.
- Guide, train and support Members in their correct use of Scouts NSW IT systems,
- Support Scouts NSW IT systems in a Help Desk environment, producing ad hoc reports (e.g. Tracking types of enquiries), analysing them and prioritising/logging problems in relevant tracking systems.
- Analyse technical problems (hardware and software) for yourself, fellow staff, Members and the public, using systematic diagnostic processes.
- Contribute to a safe workplace by identifying hazards and instigating prompt remedial measures, and comply with all Occupational Health and Safety laws and related Scouts guidelines.
- Undertake other duties as assigned by the Senior Business Analyst IT Support or the Head of Business Transformation.

Required Academic Qualifications

Essential	Desirable
High School Certificate or higher level qualification	

Required Work Experience and Skills

Essential	Desirable
Working with Children Check (for employees) and Police Check	Knowledge of IT Service Management methodologies
Relevant tertiary qualifications, or relevant experience in IT and Customer Service fields	Knowledge of Scouts and ScoutLink
Strong Customer focus	Knowledge of CareMonkey
Ability to identify and analyse problems and implement appropriate solutions	
Ability to interpret policy and procedures and apply to daily works while maintaining compliance with regulatory obligations	
A high level of competence in the use of common computer systems and applications, sufficient to assist and guide other people in solving their IT problems	