

1. General Information

Position Title:	Service Desk Analyst & Administrator
Division/Department:	Information Technology
Position Reports to:	Service Desk Manager
Enterprise/Individual Agreement:	Individual agreement
Classification/Grade:	Not applicable
Location:	Pelaco
Employment Status:	Full time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	None
Key Relationships - internal and external	Technical Services Team, Site coordinators and hospital site teams, including Management and VMOs/JMOs/Medical students, Corporate Teams, Information Technology Teams, Vendors, Hospital Executive Team (HET)

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the Epworth 2030 strategy, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The purpose of this role is to deliver high-quality, customer-focused technical support that ensures reliable, secure, and efficient use of technology across the organisation. This position plays a critical part in maintaining seamless day-to-day operations by providing first- and second-level service desk support, resolving incidents and service requests within agreed SLAs, and ensuring accurate, ITIL-aligned process workflows.

The role contributes to a positive user experience by engaging with staff, clinicians, doctors, and stakeholders in a professional, proactive, and solutions-focused manner. It supports organisational performance through effective collaboration with technical teams, participation in and continuous service improvement initiatives, whilst adhering to governance, security, and compliance requirements.

By identifying trends, escalating critical issues appropriately, and contributing to continuous improvement, this role helps strengthen service reliability, enhance system performance, and support a safe, high-quality environment for patients, staff, and visitors.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Service Desk Support & Incident/Request Resolution Provide first- and second-level technical support for end users, resolving incidents and service requests in line with SLAs via all channels (phone, portal, email, walkins etc.,) Troubleshoot hardware, software, network, and access issues, ensuring clear communication and timely follow-through. Ensure data accuracy, process compliance, and consistent use of ITIL-aligned practices. I.e., category, subcategory, priority, affected service, troubleshooting notes, resolution notes, customer updates etc., Escalate complex issues to appropriate resolver groups with complete and accurate trouble shooting information. Ensure all critical incidents are promptly escalated and managed in alignment with the Major Incident process.	First-contact resolution rate: Target 80%. Average ticket resolution time: Within SLA for ≥90% of tickets. Initial response: Within SLA for ≥90% of tickets. Ticket backlog: No more than 20 tickets older than SLA threshold. Ticket data quality score: ≥95% accuracy for category, subcategory, priority, service, trouble shooting notes. Critical Incident Escalation: Within 15 minutes
Customer engagement and service Deliver a consistent and continuous positive customer experience through professional, proactive, and user-friendly support. Communicate clearly and confidently, using language that is appropriate for the audience and situation. Develop and maintain knowledge articles, templates, and standard operating procedures. Maintain a courteous, patient, and solutions-focused approach in all interactions with staff, doctors, and stakeholders.	Customer satisfaction (CSAT): Greater than 85% Professional communication compliance: ≥98% adherence to communication standards. Knowledge articles: Create at least 12 articles annually. Positive feedback from staff, doctors, and other stakeholders regarding professionalism and attitude.

Position Description



Collaboration & Stakeholder Engagement	
---	--

Work closely with technical teams, business units, clinical staff, doctors, and leadership/VIP to ensure seamless service delivery experiences.

Demonstrate timely and effective collaboration on incidents and requests.

Position Description



Assist with technology deployments, upgrades, and small projects that impact end users. Provide guidance and support to service desk colleagues, contributing to team capability and knowledge sharing.	VIP support quality: Achieve 95% compliance with VIP service expectations (responsiveness, communication clarity, follow-through). Receive positive feedback from colleagues regarding helpfulness, clarity, and willingness to assist.
Governance, Security & Best Practice Ensure all support activities align with organisational policies, security standards, and ITIL frameworks. Maintain confidentiality and integrity of user data and system access at all times.	Adherence to organisational policies, security protocols, and ITIL-aligned processes during audits or quality checks. Maintain zero breaches of confidentiality, inappropriate access, or mishandling of sensitive information.
Continuous Improvement Provide insights on ticket trends, customer satisfaction, operational performance, SLAs. Identify recurring issues and contribute to problem management and continuous service improvement initiatives. Provide insights and recommendations to improve service desk efficiency, user experience, and system performance. Support audits, compliance activities, and documentation updates as required.	Identify meaningful trends or patterns per quarter that support service improvements. Submit at least 4 actionable recommendations per year to improve workflows, user experience, or system performance. Provide timely and accurate support for internal/external audits, with no corrective actions required due to incomplete or inaccurate information.

Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously	Patient and customer service satisfaction surveys within agreed targets Use AIDET principles in all interactions Issues are escalated to the manager and resolved in a timely manner
--	---

Page 5 of 8

• Actively seek to understand patients' and their family's (customers) expectations and issues	
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential Relevant IT qualification, certificate, or equivalent industry experience (e.g., Certificate III/IV in IT, Diploma in IT, or similar). Demonstrated experience providing technical support in a service desk or customer-facing IT environment. Desirable ITIL Foundation certification. Additional technical certifications (e.g., Microsoft, Apple, networking, cybersecurity). Experience working in a healthcare or clinical environment.
Previous Experience	Essential Proven experience in first- and/or second-level IT support, including incident and request management. Experience supporting end users across multiple channels (phone, portal, email, walk-ins). Demonstrated ability to troubleshoot hardware, software, network, and access-related issues. Experience working within SLA-driven environments. Desirable Experience supporting VIP, clinical, or executive stakeholders. Experience contributing to technology deployments, upgrades, or small projects.
	Exposure to ITIL-aligned processes, major incident management, and problem management.

Required Knowledge & Skills	Essential Relevant IT experience within a healthcare environment supporting and using tools such as iPM, BOSSnet, TDOC OneView POC. Demonstrated experience providing technical support in a service desk or customer-facing IT environment. Strong technical troubleshooting skills across Windows (10/11), mobile devices and Intune, applications, and basic networking. Ability to manage competing priorities while maintaining high-quality service. Excellent verbal and written communication skills, tailored to diverse audiences. Strong understanding of ITSM tools and accurate ticket documentation practices. Ability to interpret and follow organisational policies, security requirements, and ITIL best practices. Ability to identify recurring issues and contribute to continuous improvement initiatives. Experience in MS Exchange, Active Directory, Office 365 Desirable Familiarity with identity and access management processes. Experience developing knowledge articles, SOPs, or user guides.
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential Strong customer-service mindset with a proactive, solutions-focused approach. Ability to build positive relationships with colleagues, clinicians, and stakeholders. Commitment to confidentiality, integrity, and safe handling of sensitive information. Adaptability, resilience, and willingness to learn in a dynamic environment. Desirable Demonstrated initiative in improving processes, documentation, or team capability. Ability to mentor or support colleagues to build team knowledge and performance.

Position Description



Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	Sept 2026	

Document Control

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____