

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Service Desk Analyst		
	DIRECTORATE	Digital Enablement	DEPARTMENT	Service Hub
	REPORTING TO (operationally)	Service Hub Manager	REPORTING TO (professionally)	N/A
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Information Services Directorate in the Hawke's Bay District Health Board (HBDHB) Staff reporting - Nil			
PURPOSE OF THE POSITION	To provide timely, quality customer service to customers and stakeholders. To provide Service Desk analyst functionality when call flows are at peak levels or when directed to ensure the team meets customer expectations and SLA's. To provide on-site solutions face to face to resolve user issues or requests as scheduled by the Team Leader. To provide customers with 24/7 support as rostered.			
KEY DELIVERABLES	<p>Service Desk Analyst functionality</p> <ul style="list-style-type: none"> ○ Provide Service Desk analyst functionality ○ Answer incoming calls in a professional and timely manner within SLA ○ Log all calls with a call ticket and appropriate information ○ Resolve call tickets or assign appropriately to the specialist team ○ Ensure all technical solutions are documented on the Knowledge Base – provide documented solutions where gaps are identified. ○ Provide on-site technical solutions when required <p>Rostered 24/7 Support</p> <ul style="list-style-type: none"> ○ Be available 24/7 on rostered basis to support organisation ○ Ensure support calls are fully documented within business hours the day following ○ Escalate appropriately any incidents that you cannot resolve 			
HEALTH & SAFETY RESPONSIBILITIES	HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> ● Not to do anything that puts your own H&S at risk ● Not to do anything that puts others H&S at risk ● To follow all health and safety policies and procedures ● To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm).			
KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> ▪ All HBDHB Staff 		EXTERNAL <ul style="list-style-type: none"> ▪ Vendors ▪ Strategic Partners ▪ Suppliers 	
DELEGATION AND DECISION	N/A			
HOURS OF WORK	80 hours per fortnight			
EMPLOYMENT AGREEMENT & SALARY	IEA – Grade 13			
DATE	February 2021			
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> ▪ N/A 			
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Provide excellence in customer service ▪ Work professionally with all staff, vendors and suppliers ▪ Thorough knowledge of Service Desk processes and procedures 			

ESSENTIAL CRITERIA

Qualifications

- Relevant IT qualification

Experience

- Proven customer service skills
- Previous Service Desk experience

Business / Technical Skills

- Demonstrates an understanding of continuous quality improvement
- Experience of Service Desk processes and procedures

Key Attributes

- Self-motivated
- High level of communication skills and an eye for detail
- Positive attitude with problem solving focus
- Communicates effectively by listening and adopting communication style to the situation

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role: - N/A

Vaccination status for role: N/A

DESIRABLE CRITERIA

Experience

- Proven customer service experience



Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT
ĀKINA IMPROVEMENT
RARANGATE TIRA PARTNERSHIP
TAUWHIRO CARE

HE KAUANUANU RESPECT
Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT
Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP
Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE
Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.