**Senior Support Analyst, AO4**

**Digital Operations Support, Digital & Information Services, Corporate Services**

This role is open to all applicants, however applicants with disability or who identify as Aboriginal and/or Torres Strait Islander that meet the minimum requirements for the role will be given priority consideration and invited to participate in the next selection activity.

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| **Duration** | Permanent | **Annual Salary** | $84,607 – $92,747 |
| **Type of appointment** | Flexible Full-Time | **Position number** | 76035883 |
| **Location** | Brisbane City (Flexible) | **Contact** | Kate Fyfe, Manager Digital Operations Support, Kate.Fyfe@des.qld.gov.au  |
| **Closing Date** | Thursday, 04 July 2024 | **Job Ad Reference (JAR)** | QLD/573285/24 |

The [Department](http://www.psc.qld.gov.au/about-us.aspxhttp%3A/www.psc.qld.gov.au/about-us.aspx) of Environment, Science and Innovation

The Department of Environment, Science and Innovation (DESI) recognises the enormous value a clean environment, innovative society and economy, and a diverse and inclusive culture makes to Queenslanders’ lives. As a diverse organisation, the department brings together environment, heritage protection, national parks, science and innovation to help achieve government objectives for a better Queensland.

We value and are committed to:

* building inclusive cultures in the Queensland public sector that respect and promote [human rights](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.forgov.qld.gov.au_humanrights&d=DwMFAg&c=tpTxelpKGw9ZbZ5Dlo0lybSxHDHIiYjksG4icXfalgk&r=W4Gweh5POIqUFNTEU92Jny_3m0ZH7_MyCNsZ6WbxI2w&m=DP2ZLFkNwNjdifpUVipAQaVEBuedVVc4i5VxMuP_IJE&s=n8IaVLsBmceOUzhioUYLOvzCEJhlCoAknsTUtJUryPc&e=) and [diversity](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.forgov.qld.gov.au_inclusion-2Dand-2Ddiversity-2Dcommitment&d=DwMFAg&c=tpTxelpKGw9ZbZ5Dlo0lybSxHDHIiYjksG4icXfalgk&r=W4Gweh5POIqUFNTEU92Jny_3m0ZH7_MyCNsZ6WbxI2w&m=DP2ZLFkNwNjdifpUVipAQaVEBuedVVc4i5VxMuP_IJE&s=koW3J_GJiZzzdkvt7CTYJukNsnFmkSdIgcEJAKnkghA&e=).
* strengthening our culture which values results, professional growth, workforce diversity and a healthy balance between work and life commitments.
* encouraging and supporting employees as individuals in an inclusive environment by embracing our differences and applying diverse and inclusive thinking to our business.
* the values of the Queensland Public Sector: customers first; ideas into action; unleash potential; be courageous; and empower people.

The department is proud to be an accredited White Ribbon Workplace. Domestic and family violence has no place in homes, communities or workplaces and we are committed to preventing violence and supporting employees affected by domestic and family violence.

At DESI we recognise, respect and value First Nations people and cultures.  We are progressing self-determination by recognising the rights and interests of First Nations people. We are investing in a culturally connected and agile organisation, with the skills and experience we need to support better outcomes for First Nations people. We are taking action in fundamental areas like employment and procurement, and by building strong and sustainable partnerships with First Nations organisations and communities. We are focused on working with First Nations people to improve service design and delivery, knowing that this will deliver better outcomes for all of Queensland.

More information on the department’s functions, focus and the type of organisation we are, can be found on our [website](https://www.des.qld.gov.au/our-department/employment).

# Your contribution

Operating from within the Digital & Information Services branch, the Digital Operations unit is responsible for managing and supporting digital platforms across the department and provides leadership on accessing the latest technologies. The unit is comprised of three teams: Digital Operations Support, Digital Services and Digital Investment.

As part of the Digital Operations Support team you will be involved in a team who provide application support services to customers by providing people and methodologies to support, maintain and enhance enterprise applications. The team provides a central point of contact for customers in relation to their supported applications, including first call resolution for incidents and requests, as well as escalation to our IT partner. The team operates on a roster to ensure continuity of service for the support hours, Monday to Friday, 8:30am to 4:30pm.

The Senior Support Analyst will apply their IT knowledge, understanding of departmental business and communication skills in the delivery of efficient, professional and high-quality services to our customers.

# Your role

As the **Senior Support Analyst** you will:

* Answer customer enquiries received by telephone and email, including provision of comprehensive advice
* Think logically, analyse situations and resolve problems in a timely fashion that reflects the urgency and importance of tasks
* Update and maintain registers
* Assist the team leader and other team members to manage workflow and work allocation and ensure the quality and accuracy of work
* Provide advice and support to management and staff on business processes supported by departmental systems including on-boarding new staff
* Represent the branch on working groups
* Identify and contribute to business improvement initiatives and find solutions to service delivery challenges and problems
* Interpret and provide advice on departmental policy that relate to the responsibilities of the position
* Review and maintain operational procedures
* Maintain and support departmental systems and databases
* Maintain the confidentiality and privacy of customers’ details and the accuracy of information recorded in departmental systems
* Foster a workplace culture that supports and promotes the interests of First Nations people and actively engage through our work to contribute to better outcomes for First Nations people.

# What we are looking for

We’re looking for the best suited applicant for the role. We’ll do this by assessing your eligibility and your suitability to undertake the requirements of the role (including, where relevant, the way you carried out previous roles). We’ll also consider your potential to make contributions to the department and how your engagement would support our commitment to equity, diversity, respect and inclusion.

This position requires:

* Ability to deliver results while maintaining contemporary skills and knowledge related to information and communication technology (ICT) and / or associated support activities.
* Demonstrated ability to communicate effectively both verbally and in writing with customers and colleagues about complex matters
* Ability to participate productively and collaboratively in a diverse team delivering customer support and services
* Excellent organisational skills that demonstrate an ability to meet deadlines and achieve results
* Demonstrated ability to build effective working relationships with internal and external
* Contribution to workplace equity and diversity that enriches our culture of safety, innovation, respect and inclusion.

Every staff member is expected to role model leadership behaviours. This role requires the **Individual contributor** leadership capabilities as outlined in the [Leadership competencies for Queensland booklet](https://www.forgov.qld.gov.au/leadership-competencies-queensland).

# Eligibility requirements

## Citizenship/Visa

To be eligible for employment in this position, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. If you are not an Australian citizen you will need to provide evidence of your residency status or visa, with your right to work (including any conditions / restrictions) prior to engagement. You are required to notify the department if your right to work in Australia ceases.

## Qualifications

There are no mandatory qualifications required to undertake this position, however formal qualifications in ITIL would be highly regarded.

## Aboriginal and/or Torres Strait Islander Priority Consideration

Aboriginal and/or Torres Strait Islander priority consideration applies to this role. As an equal opportunity measure under section 105 of the [*Anti-Discrimination Act 1991 (QLD)*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085), priority consideration will be given to Aboriginal persons and Torres Strait Islander persons. Aboriginal applicants and Torres Strait Islander applicants who meet the minimum requirements for this role will be invited to participate in the next selection activity.

An Aboriginal and/or Torres Strait Islander person is one who identifies as an Aboriginal and/or Torres Strait Islander person and either:

* is of Aboriginal and/or Torres Strait Islander descent; or
* is accepted as an Aboriginal and/or Torres Strait Islander by the Aboriginal and/or Torres Strait Islander community in which they live.

To enable the selection panel to confirm that you are eligible for priority consideration, the panel requires:

* documentary evidence attesting to your Aboriginal or Torres Strait Islander descent. Full details and a Statutory Declaration template are available in the [Evidence of Attribute - Aboriginal and/or Torres Strait Islander Identified Roles Guideline](http://www.forgov.qld.gov.au/documents/guideline/evidence-attribute-aboriginal-andor-torres-strait-islander-identified-roles).

## Diverse Ability Priority Consideration

Diverse ability consideration applies to this role. As an equal opportunity measure under section 105 of the [*Anti-Discrimination Act 1991 (QLD)*](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085), priority consideration will be given to persons with disability. Diverse Ability applicants who meet the minimum requirements for this role will be invited to participate in the next selection activity.

To enable the selection panel to confirm that you are eligible for priority consideration, the panel requires:

* a [Diverse Ability Declaration](https://www.des.qld.gov.au/__data/assets/pdf_file/0022/260158/diverse-ability-declaration.pdf/_nocache) attesting that you are person with disability.

# Benefits and conditions

For a full list of benefits and conditions that come with this role please see our departmental website: <https://www.des.qld.gov.au/our-department/employment/why-work-with-us/information-for-applicants>

# How **to** apply

The selection panel will assess your ability to perform the work required of the position based on your application and other selection processes which may include an interview and/or work test. Pre-employment checks, including referee checks will be conducted.

To apply, lodge an application online at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) that consists of the following:

* your current resume of no more than four (4) pages
* a short two (2) page statement that briefly describes why you are the best suited person for this role––noting, our department values equity and diversity so please include information that will help us understand how you could contribute to our workforce diversity.
* evidence of the above listed [**Eligibility Requirements**](#_Mandatory_requirements) to confirm your eligibility.

If you need any additional support or adjustments during the recruitment process to help you demonstrate your ability to meet the inherent requirements of the role, please contact Kate Fyfe, Kate.Fyfe@des.qld.gov.au

**Submitting your application**

* Applying online through the Smart Jobs and Careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) is the preferred means to submit an application. To do this, access the ‘apply online’ facility on the Smart Jobs and Careers website. You will need to create a ‘My SmartJob’ account before submitting your application.
* By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
* If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the position description. If you do not have internet access and are unable to submit your application online, please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
* Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange.
* Hand delivered applications will not be accepted.

**Additional information**

* Criminal history checks may be undertaken on the recommended applicant(s). A criminal conviction or charge will not automatically exclude an applicant from being considered for employment with the department. If information is received that may exclude you from further consideration, you will be given an opportunity to respond and your response will be taken into account in the evaluation process.
* If you are the recommended applicant, you will be required to disclose any serious disciplinary action taken against you in public sector employment.
* If you are the successful applicant, the department will work with you to ensure reasonable adjustments are made in the workplace to enable you to work safely and productively.
* A probationary period of three months will apply to external appointees.
* All newly employed public sector employees are obliged to provide their chief executive with a disclosure of employment as a lobbyist in the previous two years.
* Applications will remain current and may be considered for identical/similar vacancies, provided employment commences within 12 months of the closing date of the original vacancy.