

Position	Title:	No.:	Reports to:	Title:	No.:
	Service Desk Analyst / Database Administrator	HSF130		Infrastructure Team	HSF052
Business Unit:	Information Services		Division:	Risk, Product & IS	

Organisational Overview:

At HomeStart we believe that affordable home ownership is essential to the health, wellbeing and ongoing sustainability of our communities. HomeStart’s role, within the framework of government policy, is to provide leadership and innovation in the housing finance sector by enabling more South Australians to fulfil their home ownership dreams. We do this through the provision of innovative housing finance solutions. More importantly, we do this through our core strength – our people.

Position Purpose:

The Service Desk Analyst / Database Administrator is responsible for coordinating requests for support and resolution of incidents. It provides 1st and 2nd levels of support to all users of IT systems including printers, MFD’s, peripheral devices, desktop support, and mobile devices. The role is also responsible for tracking and resolving database related incidents and requests, monitoring database efficiency, sustaining the security and integrity of data. The role is also responsible for backend infrastructure support for LAN/WAN, servers, storage, backup, telephony, and desktop environments for both production and DR sites. The role is expected to undertake build, deployment, and incremental enhancement of IT infrastructure and to assist in the assessment of new technologies and maintain knowledge of developments in IT. The role delivers user training and assistance as required.

Positions reporting to this position:

- Nil.

Other significant working relationships:

Internal: All employees, Business Process Owners, and IS Project Team.

External: Loan Brokers, IS Service Providers and Vendors & Software Consultants.

Primary Outcomes & Accountabilities

Key Results Areas

Performance Measures

Operational Responsibilities	<ul style="list-style-type: none"> • Provides 1st and 2nd level technical support to all users across hardware, Microsoft products, business applications, wireless, telephony, and mobile devices. • Manages resolution and escalation of incident, problem, and service requests from the Service Desk. • Keep all users informed of the status of their issues. • Daily operational tasks, including maintaining business partner records and simple database queries. • Fulfils user access control, i.e. on-boarding, change, rights and terminations according to established policies and standards. • Produces reports using infrastructure applications. • Identifies and raises potential areas of improvement. • Complies with cyber security policies and procedures, responds to routine security incidents. • Deploys new hardware/software, using automation where possible. • Identifies user training requirements and develops group training sessions as required. • Establish and monitor database backups, restore databases when required. • Monitor database performance and regular job status as part of event management. • Maintain and monitor database security. • Implement database changes and apply new patches where required. • System Monitoring • Research and recommend future IT solutions. • Performs routine maintenance tasks for infrastructure systems such as backups, patch management and hot fixes. • Participates in the design, implementation, and execution of backup and disaster recovery plan for infrastructure solutions. • Maintenance of technical infrastructure, i.e. servers, network, communications, storage, desktop including coordination with service providers. • Infrastructure build, deployment, asset management, integration, and decommissioning.
External Stakeholder Relations	<ul style="list-style-type: none"> • Create and maintain conditions for effective relations with relevant external organizations, government agencies, customers and vendors where appropriate. • Respond to stakeholder queries in a prompt and courteous manner.
Corporate Responsibilities	<ul style="list-style-type: none"> • Work in accordance with the Code of Ethics for South Australian Public Sector, and legislative requirements including but not limited to: <ul style="list-style-type: none"> ○ Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements. ○ Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). ○ Disability Discrimination. ○ Independent Commissioner Against Corruption Act 2012 (SA) ○ Relevant Awards, Enterprise Agreements, Public Sector Act 2009, ○ Relevant Australian Standards. ○ Duty to maintain confidentiality. ○ Smoke Free Workplace.

- Applying the principles of the HomeStart’s Risk Management Policy and Practices.
- Ensure own and team compliance to HomeStart’s financial policies and procedures.
- Ensure that all legal responsibilities attached to this role as noted in the Compliance Register are discharged, are properly recorded in the Risk Management System (RMS) and any breaches of these requirements are recorded as incidents in the RMS.
- Understand and follow workplace safety initiatives and procedures, identify hazards and contribute to a safe working environment.

Skill Framework for the Information Age (SFIA) Version 6		
Skill	Description	Level Description
Incident Management - USUP	The processing and coordination of appropriate and timely responses to incident reports, including channeling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration.	Level 4 Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
IT Infrastructure - ITOP	The operation and control of the IT infrastructure (typically hardware, software, data stored on various media, and all equipment within wide and local area networks) required to deliver and support IT services and products to meet the needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualized computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability.	Level 3 Carries out agreed operational procedures, including network configuration, installation and maintenance. Uses network management tools to collect and report on network load and performance statistics. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution.

<p>Security Administration - SCAD</p>	<p>The provision of operational security management and administrative services. Typically includes the authorization and monitoring of access to IT facilities or infrastructure, the investigation of unauthorized access and compliance with relevant legislation.</p>	<p>Level 4 Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Provides guidance in defining access rights and privileges. Investigates security breaches in accordance with established procedures and recommends required actions and supports / follows up to ensure these are implemented.</p>
<p>Service Level Management</p>	<p>The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.</p>	<p>Level 4 Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.</p>
<p>Problem Management</p>	<p>The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritization and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.</p>	<p>Level 4 Reviews system software updates and identifies those that merit action. Tailors system software to maximize hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.</p>
<p>Database Administration (DBAD)</p>	<p>The installation, configuration, upgrade, administration, monitoring and maintenance of databases.</p>	<p>Level 3 Uses database management system software and tools to collect agreed performance statistics. Carries out agreed database maintenance and administration tasks.</p>

<p>Systems Installation/Decommissioning (HSIN)</p>	<p>The installation, testing, implementation or decommissioning and removal of cabling, wiring, equipment, hardware and associated software, following plans and instructions and in accordance with agreed standards. The testing of hardware and software components, resolution of malfunctions, and recording of results. The reporting of details of hardware and software installed so that configuration management records can be updated.</p>	<p>Level 4 Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.</p>
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SFIA Level of Responsibility (Level 4 – Enable)	
Skill	Description
Autonomy	<p>Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.</p>
Influence	<p>Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.</p>
Complexity	<p>Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.</p>
Business Skills	<p>Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.</p>

Values Profile

Opportunity	<i>We provide belief, hope and possibility for others. We want to empower people with opportunities and solutions, then let them get on with it!</i>
Determination	<i>We are motivated by the hopes, dreams and ambitions we can help fulfil, and the stories of those we've helped succeed already. We are relentless in finding a way forward and will never give up.</i>
Openness	<i>We are open, inclusive and accepting of others' perspectives. Our conversations are honest and transparent. We choose understanding and empathy. We welcome new ideas and diversity in thought.</i>
Simplicity	<i>We're always looking to make things easier. We speak in simple terms and seek to help others' understanding. We try to simplify our work at every step.</i>

Other Requirements

Essential Criteria

- Relevant IT support qualification or certification.
- ITIL Foundations.
- Strong Windows Server experience.
- Thorough practical knowledge of Active Directory in a multi domain environment.
- Demonstrated aptitude for supporting users with Microsoft Windows, Outlook, Office, SharePoint and providing basic user support for applications and problems with telephones, printers and other peripherals.
- Ability to work as a member of a team.
- Knowledge of relational database like Microsoft SQL Server.
- Demonstrated initiative and ability to work without close supervision.
- Good oral and written communication.
- Good organisational skills.
- Server Virtualisation Technologies – such as VMWare.

Desirable Criteria

- Networking, DNS, DHCP and group policy experience.
- System Centre Configuration Manager Experience.
- MS-SQL.
- SAN management.
- Experience in supporting application server technologies such as MS Exchange, MS SharePoint, Skype.
- Sound experience in desktop technologies.
- Knowledge of load balancer solutions.

Special Conditions

- National Criminal History Record Check (Police Check).
- Will be required to participate in an on-call roster.
- May be required to act in higher level positions, or assume additional accountability, as and when required.
- Flexibility in working across business units as required.
- May be required to work reasonable overtime with notice.
- Some out of hours, weekend work and intrastate/interstate travel may be required.