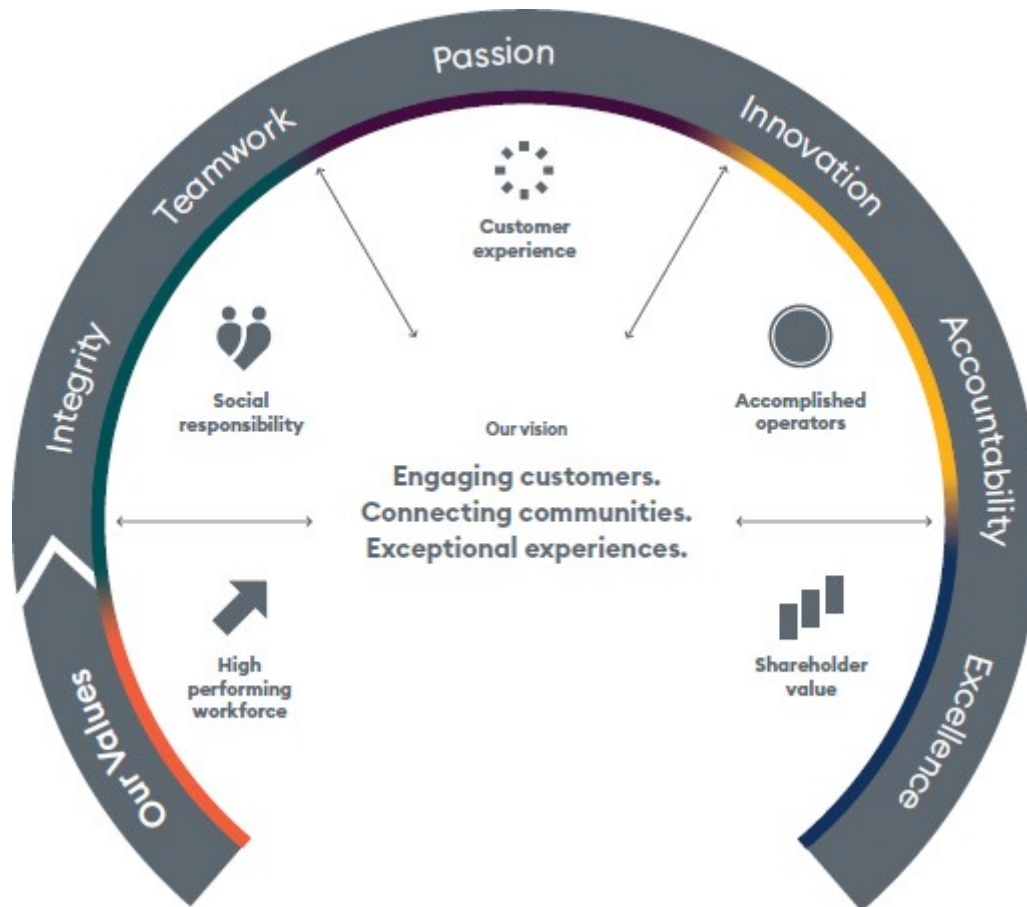


Queensland Airports Limited Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title:	Support Analyst
Location:	Gold Coast
Department:	QAL Technology
Reports to:	Infrastructure Manager
Reporting to this position:	Nil

Position Purpose

This role is responsible for providing customer focused support for QAL employees and customers across the technology used at QAL. These tools are both customer facing (laptops, PC's, phones) but also internal (servers, network etc.) and are integral to the operation of QAL. The role is responsible for maintaining, supporting, monitoring and identifying and rectifying issues related to these wide arrays of products and infrastructures and to provide excellent customer service in delivering this service.

Seen as the 'front door' to Technology, you will be the first point of contact for all incidents and service requests that are received by the QAL technology team. In this role, you will provide first level support and triage/escalate service requests as required.

Job Role Requirements

Objective 1: Application Support

- Provides application maintenance and support services, either directly to users of the systems or to service delivery functions
- Investigation and resolution of issues that may also include performance monitoring, asset rebuilds, and other technical work required to resolve issues with technology
- Provide advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements
- Develop relationships and collaborate with the system's developers and/or with other SME's in QAL Technology

Objective 2: Technology Infrastructure

- The provision of workplace technology maintenance and support services.
- Investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the network's functionality, correct operation or constraints, by devising workarounds, correcting faults, or making general or site-specific modifications.
- 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 the support IT services and products to meet the needs of a business.
- Operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised computing environments, including cloud-based systems, and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability
- Defines, documents and carries out small projects or sub-projects, alone or with a small team, actively participating in all phases
- Identifies, assesses and manages risks to the success of the project

- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded

Objective 3: Incident Management

- The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients aware of progress towards service restoration

Objective 4: Change Management

- Manages changes to service infrastructure, including assets and configuration items through the appropriate change processes, ensuring all changes are tested, implemented and well documented

Objective 5: End User Customer Service

- Provide excellent customer service to end users which reflects highly on the services provided by QAL Technology
- Demonstrates a willingness to “go the extra mile” and have a “can do attitude” to solve problems and support users
- Constantly challenge the status quo and find efficiency and better ways to do things to make the life of end users easier and hassle free

Objective 6: Workplace Health and Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Key Stakeholders

Internal: Employees and management at all levels

External: Contractors and customers

Key Capabilities Required to Perform Role

Professional Experience:

- Minimum 1-2 years in a similar role

Specific Job Knowledge, Skills and Abilities:

- Minimum 1-2 years' experience working within a technical help desk environment (preferably operating in accordance with a ticketing system).
- Excellent knowledge of applications within a Windows based environment, including Microsoft Office Suite; Microsoft Office 365 and SharePoint Online.
- Working knowledge of common computing hardware devices, mobile devices and VOIP phone systems.
- Strong interpersonal skills, with the ability to communicate effectively and build relationships with a range of internal and external stakeholders.
- Strong problem-solving skills and critical thinking skills
- Customer focused and desire to own problem and resolve
- A strong desire to learn, grow and excel
- Ability to work with the team and independently

Key Accountabilities

- Respond to internal customer requests, and plan, prioritise and schedule work to deliver effective and timely resolutions.
- Track incidents, requests, problems and solutions and ensure customers are kept informed of progress.
- Maintain relevant technical documentation.
- Participate in cross-functional projects, share knowledge, and contribute to continuous improvement.
- Ensuring all IT assets are maintained and accounted for
- Training of staff in the use of all software and hardware

Physical Demands:

- Must be able to perform required physical and psychological demands of the role.

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature