



Position Description

Service Delivery Analyst

Division	Corporate Services
Business Unit	Information and Digital Technology
Grade	NB I
Job Code	JC10028

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division Corporate Services

The Corporate Services Division encompasses a range of key functions that support Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The division comprises Finance, Governance & Risk, Information & Digital Technology, Human Resources, Strategy & Performance, Community Engagement & Communications, General Counsel, and Internal Audit & Complaints Resolution business units which all report to the Chief Operating Officer.

Business Unit Information and Digital Technology

The Information and Digital Technology Unit within Northern Beaches Council is responsible for the delivery of services that:

- Support the operational activities of Council
- Enable delivery of services to the community by the various business units
- Allow direct access to information and services by the community.

The business unit is currently made up of a broad range of services through six teams:

- IT Projects and Improvement
- System Development and Support
- Spatial Information
- Information Access and Privacy
- Infrastructure Operations
- Service Desk and Delivery

Primary Purpose of the Position

Reporting to the Service Delivery Team Leader, the Service Delivery Analyst works proactively to ensure the integrity, confidentiality and availability of the Northern Beaches Council information systems and assets. The role provides 1st Level IT support for the Council's Infrastructure and Applications troubleshooting of desktops environments, printers and connectivity

Key Accountabilities

- Deliver a great Customer Experience including regular customer updates as required
- Adhere to ITIL best practices and processes per the Council's ITSM requirements
- Provide phone support during operational business hours where required and form part of scheduled after-hours emergency support
- Provide necessary support of the Council's compliance in accordance with the Australian Signals Directorate Essential 8 security controls and ISO27001
- Work with other SME's on a range of applications deployed in the Standard Operating Environment and supply feedback around environmental improvements, including acting as escalation point from Service Desk (Level 1) for all IT Support
- Ensure all documentation is continually reviewed and accurate across all Service Desk accountabilities
- Escalate Incident, Problem and Service Request to expert technical support groups Level 3 (Infrastructure)

Key Challenges

- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC
- Management of expectation to ensure that Service Delivery output meets council operational requirements whilst also maintaining IT Environment integrity / security obligations
- Maintaining currency in an ever changing technical environment

Key Internal Relationships

Who	Why
Team Leader	• Receive direction, and collaborate on process • Escalate issues, propose solutions, and provide updates
Work team	• Support members of the team and contribute to achieving the team's business outcomes • Knowledge share, collaborate on shared processes
Internal Customers/ all staff	• Answer enquiries and/or escalate requests • Monitor and provide services • Issue advice, and ensure customers are well informed • Liaise regarding cross-functional processes

Key External Relationships

Who	Why
N/A	

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Service Delivery Team Leader

Direct Reports

- N/A

Budget

- N/A

Essential Criteria

- Tertiary qualifications and / or relevant experience including demonstrated broad IT experience and knowledge of current issues
- Microsoft 365 Certified: Modern Desktop Administrator Associate or equivalent
- ITIL 4 foundations certified

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Demonstrate Accountability
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Intermediate	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Think and Solve Problems
	Think and Solve Problems	Intermediate	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Technology and Information
	Assets and Tools	Intermediate	
	Technology and Information	Intermediate	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicator
Act with Integrity	Intermediate	Maintains confidentiality of customer and organisational information Is open, honest and consistent in words and behaviour Takes steps to clarify ethical issues and seeks advice when unsure what to do Helps others to understand their obligations to follow the code of conduct, legislation and policies Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Demonstrate Accountability	Intermediate	Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Community and Customer Focus	Intermediate	Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Think and Solve Problems	Intermediate	Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions
Technology and Information	Intermediate	Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness