

Position Description



Powering a
Bright Future

Service Delivery Specialist

Digital Services

Digital

Objectives

- Provide exceptional customer service, understand and deliver technology services to meet the needs of TasNetworks and our Customers.

Role Specific Accountabilities

- Provide operational and technical support to customers across all business areas and technologies, logging and managing all incidents, service and access requests in a timely manner, maintain ownership and tracks the status of service requests, incidents and problems until resolved
- Deploy and troubleshoot and support corporate desktop hardware, mobile and software
- Deliver system support, including provisioning user access and email configuration
- Own and improve areas of expertise, contributing to service improvement across technology teams
- Follow infrastructure support procedures, software and tools to investigate and diagnose problems telephony and other technology and telephony systems
- Liaise with stakeholders to determine requirements for hardware moves, deployments and replacements as per established processes.
- Work with various teams to contribute to and ensure compliance with policy and procedures
- Assist with asset disposal, inventory and tool management in a safe manner
- Any other duty or task as reasonably and lawfully directed by TasNetworks..

TasNetworks and **you.**

To be successful in this role

- Demonstrate our Core Competencies, which are central to all positions at TasNetworks.
- Maintain a current open driver's licence and the ability to attend local and remote sites as a key requirement of the role
- Experience in providing customer support in a Digital function
- Demonstrate the use of business knowledge and practices to provide excellent service delivery, support and guidance to internal and external contract customers
- Demonstrate the ability to effectively prioritise request submission, resolution and/or allocation to Technology groups
- Demonstrate service delivery excellence
- Demonstrate the ability to improve services, processes, knowledge and self-help through continuous improvement
- Have the ability to work flexibly across span of hours of operation of Digital Customer Centre support
- Able to demonstrate the capacity to perform the inherent requirements of the role.

Reports to:

Digital Customer Centre Leader

Direct reports:

NA

Approved:

28/02/2023

Our behaviours **be curious** **be brave** **own it**

