

Position Description

Position title	Service Desk Analyst
Department / Division	Digital/ICT / Allied and Digital Health
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31 – AO35)
Position reports to	Service Management Lead
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Royal Children's Hospital is a large and diverse computing environment comprising of thousands of end-users, and around 4000 computers. The RCH also runs over 100 IT systems including infrastructure related and clinical/business applications all supporting the hospital's primary role of providing top level patient care to children.

The Royal Children's Hospital's ICT Service Desk operates within a complex and highly diverse computing environment, supporting thousands of users and numerous IT systems essential to patient care and is the central point of contact for all ICT related issues.

ROLE PURPOSE

The Service Desk Analyst provides frontline ICT support in a large, complex hospital environment, acting as the central point of contact for all ICT incidents and service requests. The role is responsible for diagnosing and resolving issues at first contact, escalating where required, and coordinating with internal ICT teams and external vendors to restore services within agreed service levels.

KEY ACCOUNTABILITIES

Customer Service / Stakeholder Management

- Act as the first point of contact for ICT incidents and service requests, delivering timely, courteous, and effective support to clinical, corporate, and external stakeholders.
- Resolve issues at first contact where possible and escalate incidents, requests, or complaints appropriately to meet service level targets and user expectations.
- Communicate clearly and professionally with users at all levels, including senior clinical and executive stakeholders, to ensure understanding and confidence in ICT services.
- Build positive working relationships to promote the role and value of the Service Desk and contribute to a consistently positive customer experience.

Administration

- Accurately log, update, and resolve incidents and service requests in the IT Service Management tool (ServiceNow), ensuring clear documentation and auditability.
- Perform administrative tasks including user access provisioning, account management, processing ICT-related forms, and maintaining system and application records.
- Comply with roster requirements, submit timesheets and leave requests in accordance with organisational policies, and escalate operational issues to the Team Leader as required.
- Adhere to ICT and organisational policies, procedures, and codes of conduct, including information security, acceptable use, and business continuity requirements.

Quality

- Deliver services in accordance with agreed service levels, quality standards, and ICT operational procedures in a patient-critical environment.
- Maintain high standards of ticket quality, data accuracy, and documentation to support service reporting, problem management, and continuous improvement.
- Identify recurring issues, training needs, or process gaps and raise these with the Team Leader to improve service effectiveness and user experience.
- Actively contribute to maintaining and improving Net Promoter Score (NPS) and overall customer satisfaction.

Continuous Improvement

- Support ICT departmental objectives and strategic initiatives by following standardised processes and contributing to continuous improvement activities.
- Contribute, when required, to the development and review of Service Desk procedures, service catalogue items, and application inventories.
- Seek guidance on complex issues and share knowledge to support team capability and service consistency.

Teamwork

- Work collaboratively within the Service Desk and broader ICT teams to ensure seamless service delivery and effective issue resolution.
- Actively contribute to a positive, respectful, and customer-focused team culture aligned with RCH values of unity, passion, integrity, excellence, and respect.
- Participate in performance development planning, identifying skills development and training needs in consultation with the Team Leader.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in a Service Desk role with experience dealing with Customers.
- Experience providing support in a large complex environment in a level 1 / level 2 service desk capacity.
- Proficiency in current and emerging technologies.

Desirable:

- Previous experience in a healthcare environment and knowledge of healthcare applications is strongly recommended.
- Demonstrated experience working with ServiceNow or similar IT Service Management platforms is highly desirable.

KEY SELECTION CRITERIA

- Highly developed communication and interpersonal skills
- Outstanding customer service focus
- Demonstrated passion for quality and excellence
- Demonstrated ability to work as part of a team
- Self-motivated and committed
- Able to work under pressure and meet deadlines, managing several competing priorities.
- Able to quickly adapt to change and learn new technical skills
- Ability to identify issues and seek appropriate resolution
- Ability to handle confidential and sensitive information with discretion
- Proactive approach to problem resolution

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

February 2026