



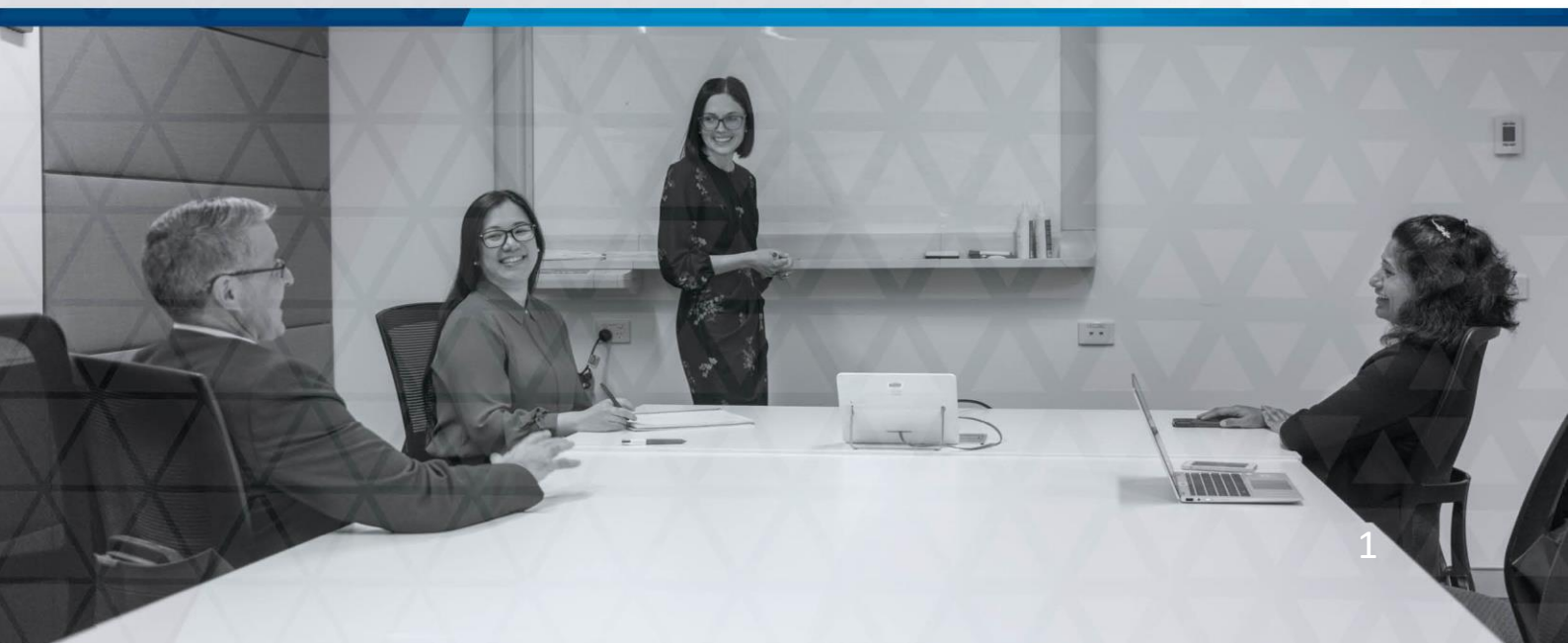
Australian Government  
Comcare

## APS Level 4 Service Desk Analyst

\$79,552 to \$87,004 per annum plus 15.4% superannuation

*Canberra ACT, Melbourne VIC*

# WE CARE: IT'S WHAT SETS US APART.



Position Detail	
Job Reference	VN-0757885
Classification	APS Level 4
Employment Status	Ongoing / Non-ongoing  <i>A Merit Pool will be created and may be used to fill similar ongoing or non-ongoing vacancies</i>
Hours	Full time
Group	Corporate
Team	Technology and Information Management
Unit	Technology Service Desk
Location	Canberra ACT, Melbourne VIC
Selection Process	<p>Please apply through <a href="#">Comcare's Current Vacancies website</a>, providing a statement of claims with your response outlining what you could bring to this position including your skills, experience and knowledge relevant to the below job specific capabilities and role (maximum 2 pages).</p> <p>Our competitive merit process takes approx. six weeks, covering shortlisting, interviews, references, and offers. Processes may also include psychometric testing and a written assessment.</p> <p>We welcome candidates from within or outside of the APS to apply. For more information please go to <a href="#">how to apply for jobs in the Australian Public Service</a>.</p>
Eligibility and Specific Conditions of Employment	<ol style="list-style-type: none"> <li>1. Australian citizenship.</li> <li>2. Character clearance (police records check).</li> <li>3. Health clearance.</li> <li>4. Six months probationary period for new engagements.</li> <li>5. Ability to obtain and maintain a Baseline Security Clearance.</li> <li>6. Specific Conditions: <ul style="list-style-type: none"> <li>o Ability to work flexible hours to support Comcare across Australia.</li> <li>o After-hours work may be required.</li> <li>o Some domestic travel maybe required, including overnight absences.</li> </ul> </li> </ol> <p>For information on conditions of employment, please go to <a href="#">Working at Comcare</a>.</p>
Applications Open and Close	Thursday, 1 May 2025 to Sunday, 11 May 2025 at 11:59pm (Australian Eastern Standard Time)
Contact Officer	Please contact <a href="mailto:Recruitment@comcare.gov.au">Recruitment@comcare.gov.au</a> .

## Team and Role Overview

The Technology and Information Management (TAIM) Unit maintains Comcare's Information, Communication and Technology (ICT) infrastructure and provides strategic leadership, governance, solutions and advice for the effective management of information.

The Technology Service Desk team within TAIM provides a responsive and respectful frontline function for desktop and end user support within Comcare's ICT environment. This team provides guidance and assistance in the management of service requests, incidents and ICT asset management.

The Service Desk Analyst will work closely with the Service Desk Team Leader. The Service Desk Analyst will provide responsible, reliable and respectful service desk support to users of Comcare's ICT systems within the service level agreement timeframes and as directed. This role is the first point of contact for all ICT enquiries. The Service Desk Analyst will maintain and promote a strong client focused technology service culture to support Comcare's business operations.

**Primary Responsibilities:**

1. Provide first point of contact for Comcare regarding IT incidents, requests and enquiries by assisting via phone, email and in person.
2. Resolve incidents and complete service requests within established timeframes in accordance with Service Level Agreements.
3. Monitor and record Service Request and Incident queues via Comcare's service management tool.
4. Escalate Service Request and Incidents to higher tier support teams at directed thresholds.
5. Maintain ICT assets and associated records for desktops, laptops, printers, mobile devices and other peripheral equipment.
6. Deliver consistently high customer service while striving for a high level of first contact resolution.
7. Ensure customers are kept up to date on the status of reported incidents and service requests and ensure all activities are recorded in the service management tool.
8. Actively develop and maintain working relationships with all system users, other ICT support areas and service providers.
9. Maintaining and creating knowledge base content via Comcare's IT repository.
10. Other duties as directed.

**Job Specific Capabilities**

1. Ability to demonstrate ICT problem solving and resolution skills including Information Technology Infrastructure Library (ITIL)
2. Strong customer service and ability to build and maintain effective relationships
3. Demonstrated ability to manage competing priorities
4. Ability to quickly acquire new skills and put them into practice
5. Attention to detail, personal drive, self-motivation and teamwork skills

### Who we are

For over thirty years, Comcare has been the national authority for work health and safety, and workers' compensation.

- **Our purpose** is to promote and enable safe and healthy work, and to minimise the impact of harm in the workplace.
- **Our mission** as a sector leader is to enhance workplace safety, prevent injury, and foster early intervention. We administer a workers' compensation scheme covering over 860,000 employees across multiple industries.
- **Our stakeholders** are central to our purpose. We partner with employees, employers, and service providers to tailor our services to their specific needs.
- **Our workforce** is flexible, diverse, respectful, and professional. We take an insight-driven, evidence and risk-based approach to our work. Comcare cares about the health, safety and wellbeing of its employees and making impactful change.

By joining Comcare, part of the Australian Public Service (APS), you will enjoy the benefits of being part of a culture which is focused on making a positive impact on the health and safety of Australians.

We demonstrate our dedication to your well-being, through a range of conditions and benefits and will actively support your pathway to career growth. We recognise that flexibility applies to all roles to assist with maintaining a positive work/life balance, however, not all types of flexible working arrangements will be suitable for all roles or circumstances, but include access to part-time work, flex-time, hybrid home/office work arrangements.

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### We care about making an impact.

Make a meaningful contribution to the health and safety of workers nationwide. Our experienced workforce are pioneers of safe work initiatives, including strategies to address psychosocial hazards.

- *We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work.*



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### We care about you.

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background.

- *All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.*
- *Generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.*



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### We care about each other.

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance.

- *Flexible work for your life balance including work from home and office arrangements, and flexitime for employees up to and including the APS6 level.*



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### We care about growing your career.

We champion a culture of development, offering on-the-job training, support for studies, and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.

- *Investing in your career development through a range of learning options, from on-the-job training, formal training courses, support for continued professional development, up to \$4,000 per year in study assistance, as well as coaching, mentoring, and opportunities to make a difference through various working groups.*



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### We care about recognising your contribution.

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements.

- *Annual CEO Awards recognising outstanding achievements.*

### **RecruitAbility Scheme**

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means you will be progressed to further assessment if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.



### **How do I opt into the RecruitAbility scheme?**

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

### **Reasonable adjustments**

We provide reasonable adjustments such as access, equipment, or other practical support at relevant stages of the recruitment process. Further details about the RecruitAbility scheme please go to [the Australian Public Service Commission, A Guide for applicants](#).

### **Diversity and Inclusion**

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential.

If you require any special arrangements to be made for assessment, please indicate this in your application and a member of the selection panel will contact you.

### **Merit Pool**

A merit pool of suitable applicants may be created which can be used to fill future similar vacancies should they become available over the next 18 months.