

<b>Position Title:</b>	IT Service Desk Team Leader
<b>Campus:</b>	Ballarat, Stawell, Horsham or Edenhope
<b>Directorate:</b>	Corporate Services
<b>Department:</b>	Information Technology – Grampians Health
<b>Reporting to:</b>	IT Service Desk Manager
<b>Direct Reports:</b>	IT Service Desk Team
<b>Indirect Reports:</b>	Director Digital Health Services and Operations

### Appointment Terms/Conditions:

<b>Classification and Code:</b>	Admin Grade 4 (HS4)
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

The **IT Service Desk Team Leader** leads and coordinates the day-to-day operations of the Service Desk to ensure the reliable delivery of high-quality, customer-focused IT support services across Grampians Health. The role provides strong people leadership through coaching, mentoring, and performance oversight, building a capable, accountable, and service-driven team.

The role ensures incidents and service requests are effectively prioritised, managed, and resolved within agreed service levels and organisational priorities. Acting as a key escalation point for complex, high-impact, or sensitive issues, the IT Service Desk Team Leader applies sound judgement and leadership to guide timely resolution and clear stakeholder communication.

Through collaboration with ICT colleagues and business stakeholders, the IT Service Desk Team Leader drives continuous improvement in service delivery, contributes to service planning activities, and supports the ongoing maturity of IT service management practices. The role plays a key part in delivering a positive end-user experience and strengthening the overall performance and capability of the Service Desk function.

## **KEY ACCOUNTABILITIES**

### **1. Service Desk Operations & Performance Support**

- Support the IT Service Desk Manager in coordinating the day-to-day operation of the Service Desk to ensure consistent, customer-focused IT support services are delivered in accordance with established service levels, procedures, and priorities.
- Manage and coordinate the day-to-day activities of the Service Desk team, including task allocation, workload balancing, and operational coverage, to support effective service delivery outcomes.
- Assist the IT Service Desk Manager with service delivery planning and technology change activities by providing operational input, coordinating team activities, and escalating issues as required.
- Allocate, prioritise, and monitor incidents and service requests to support timely resolution within agreed service standards, escalating matters to the IT Service Desk Manager where appropriate.
- Prepare and provide routine Service Desk performance reports and operational insights to support the IT Service Desk Manager's oversight, decision-making, and continuous improvement activities.

### **2. Leadership, Capability & Escalation Support**

- Provide **day-to-day people management of the Service Desk team**, including supervision, guidance, coaching, and support, under the direction of the IT Service Desk Manager.
- Support the IT Service Desk Manager with performance management activities by providing feedback, identifying capability and development needs, and escalating workforce matters in line with organisational policies and procedures
- Act as the first point of operational escalation for complex, sensitive, or high-impact issues, supporting the IT Service Desk Manager through timely resolution actions and clear communication within delegated authority.

### **3. Service Quality, Stakeholder Engagement & Improvement**

- Support the IT Service Desk Manager by identifying recurring issues, service trends, and opportunities for improvement, and contributing to the refinement of Service Desk procedures, workflows, and service practices.
- Assist in ensuring Service Desk operations align with established IT service management processes, data security requirements, and system access controls.
- Support effective working relationships with internal stakeholders by facilitating clear communication, service continuity, and coordinated resolution of operational issues.
- Liaise with other ICT teams to support cross-team collaboration and alignment with agreed service delivery arrangements, escalating matters as required.

### **4. Information, Privacy & Professional Practice**

- Assist the IT Service Desk Manager by contributing to consistent information management practices, including the maintenance of accurate, current, and accessible Service Desk documentation and knowledge resources.

- Support compliance with Grampians Health policies, privacy legislation, and confidentiality requirements in the handling of health and organisational information.
- Participate in performance development processes and ongoing learning activities to support individual capability growth and the effective operation of the Service Desk under the direction of the IT Service Desk Manager.

### **Organisational**

- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the GH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of GH.
- At GH we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.
- GH is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

## **KEY SELECTION CRITERIA**

### **Qualifications & Experience**

- Tertiary qualifications in IT, Information Systems, or a related field (or equivalent practical experience).
- Proven experience leading or supervising a Service Desk or IT support team.
- Experience managing incident, request, and escalation processes in an IT support environment.
- Demonstrated track record in meeting service level targets and driving continuous improvement.

### **Technical/Professional Knowledge and Skills**

- Sound understanding of IT service management frameworks (e.g., ITIL) and service delivery processes.
- Strong problem-solving and decision-making skills to resolve complex service issues.
- Ability to analyse performance data and identify trends or areas for improvement.
- Competence in using ITSM tools, ticketing systems, and reporting dashboards.

### **Work Environment**

- Work on site with the ability to work remotely if required.
- Current drivers' licence and ability to work between various worksites.
- Manual handling tasks that could include but not limited to bending, lifting, twisting, turning, crouching, kneeling.

### **Personal Attributes:**

- Highly developed judgement and initiative in a dynamic, customer-focused environment.
- Resilient, adaptable, and able to work effectively under pressure.
- Commitment to continuous improvement and professional development.
- Customer-focused mindset with a strong sense of accountability.

### **Interpersonal Skills**

- Excellent verbal and written communication skills, able to convey technical concepts clearly to non-technical users.
- Strong leadership and coaching abilities to develop and motivate team members.
- Effective conflict resolution and negotiation skills.

- Ability to build and maintain positive relationships with internal stakeholders and cross-functional teams.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.