



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>IT Service Desk Analyst</b>
<b>POSITION LOCATION:</b>	<b>Olivia Newton-John Cancer Research Institute</b>
<b>EMPLOYMENT TYPE:</b>	<b>Full time and Fixed term</b>

### POSITION CONTEXT:

The Olivia Newton-John Cancer Research Institute (ONJCRI) is an independent medical research located in Heidelberg. Our mission is to discover and develop breakthrough therapies to help people live better with cancer and defeat it. Our research laboratories sit alongside patient treatment facilities to optimise collaboration between researchers and clinicians. The integration of laboratory and clinic ensures the rapid translation of scientific discoveries into clinical trials for the development of new cancer treatments. We investigate and develop treatments for cancers of the breast, bowel, lung, melanoma, prostate, liver, gastrointestinal and brain. The ONJCRI is a global leader in the development of immunotherapies, targeted therapeutics and personalised cancer medicine and sponsors early phase clinical trials.

The ONJCRI is the successor to the global Ludwig Cancer Research organisation with a proud track record of a quarter century of collaborative clinical research programs with Austin Health. Much of ONJCRI's strong foundation is built on the Ludwig Cancer Research legacy and through the ONJCRI's exciting partnership with La Trobe University as its School of Cancer Medicine, we play a pivotal role in training Australia's future generations of medical researchers

### PRIMARY RESPONSIBILITIES:

The IT Service Desk Analyst role is part of the IT function of the ONJCRI and works alongside the IT Manager. The IT function is responsible for providing a reliable and efficient computing environment to the scientists involved in research at the ONJCRI and to administrative and other support staff.

The IT Service Desk Analyst will primarily be responsible for providing effective and timely phone and desk side technical support to all end users of the ONJCRI network. In conjunction with the IT Manager, the IT Service Desk Analyst will also be responsible for ensuring the efficient management, performance and security of the complex and diverse IT environment

### REPORTING LINES:

The IT Service Desk Analyst reports to the IT Manager. There are no direct reports to this position.

### KEY RELATIONSHIPS:

The other key relationships that are an essential component of the position include:

#### **Internal**

COO

IT Manager

Directors (Scientific and Medical)

Laboratory Heads

Scientific and Research Staff

Other Professional Services/Lab Support staff

## **External**

ITS, La Trobe University  
Information Technology department Austin Health  
ITS, University of Melbourne  
IT staff of affiliated Research Institutes  
Service providers and suppliers

## **ACCOUNTABILITIES:**

- Undertake first and second level tier IT support to maintain computer, network, audio-visual and associated equipment. Support users in their use of IT resources; provide effective communications and feedback to users
- Ensure the induction of new users and the provision of all required IT resources
- Undertake routine computer server and network maintenance and administration tasks.
- Develop and maintain technical and user support documentation
- Contribute to the continuous improvement of processes, knowledge base and internal and vendor relationships
- Assist in the development and enhancement of Information Systems policies and procedures

In conjunction with the IT Manager:

- Maintain and support specific services such as e-mail, calendar, identity, security & anti-malware update services, databases, web and cloud services. Ensure appropriate patching, backup and archival processes are operational. Ensure effective support for a wide range of scientific, clinical and business applications
- Manage the institute IT infrastructure including network, server, storage and cloud services ensuring their security and proper operation; provide ongoing monitoring of performance and capacity for efficient operation
- Provide program of preventative maintenance and upgrades

## **AUTHORITY:**

Delegated authority is in accordance with ONJCRI policies and procedures.

## **CHALLENGES:**

The incumbent must have the ability to allocate priorities and manage multiple tasks effectively to ensure seamless and uninterrupted service to the users.

## **QUALIFICATIONS:**

A relevant degree, industry qualification, and/or equivalent substantial professional experience in supporting an IT environment are essential.

## **EXPERIENCE & CAPABILITIES:**

### **Essential**

- Demonstrated experience in using and supporting the Microsoft suite of desktop applications and operating systems and other commonly-used business software including the Windows Operating System and Microsoft Office
- Experience supporting a range of software applications, including Endnote, Corel Draw, Adobe Photoshop/Illustrator/InDesign/Acrobat, CommVault, PRISM and administration and accounting packages.
- Experience in the fundamental administration of Active Directory, computer servers, storage and networks using the Microsoft Server operating systems and TCP/IP protocols and conventions
- Experience with computer hardware installation and troubleshooting
- A demonstrated ability to effectively communicate with a diverse range of end users with various levels of computer competency to support them in their use of computers and applications, systems and other computer and communications technologies
- Ability to effectively triage and trouble shoot issues according to priority
- Effective organisational and time management skills
- The ability to be self motivated and work in an independent manner
- Effective communication and interpersonal skills
- An ability to develop technical and end-user documentation for computing devices audio-visual/video conferencing, information management and IT systems and services
- Ability to foster and maintain relationships with a broad range of stakeholders

### **Desirable**

- Experience in using and supporting Mac and Linux applications and systems
- Experience with R and Python
- Experience deploying and managing open source software in a Virtual/Container/Hybrid Cloud environment
- Experience developing, maintaining and supporting databases and data warehouse
- Experience with managing, mining and processing of large unstructured datasets, visualisation of imaging data
- Experience with KACE Systems Management Appliance
- Firewall, VPN and network administration
- Experience in Hyper V Microsoft virtualisation platform
- Microsoft Exchange Server and Office 365 administration
- Experience in supporting audio-visual and video conferencing services
- Demonstrated understanding of information communication and technology service requirements in a translational research setting