

Position description

Support Analyst (Level 1)

Therapeutic Guidelines Limited

Therapeutic Guidelines Limited (TGL) is an independent not-for-profit organisation. Its aim is to promote the quality use of medicines, and it does this through the writing, publication and sale of Therapeutic Guidelines. The Therapeutic Guidelines range of digital and print products is widely considered to be an unsurpassed source of best practice therapeutic information. Further information on TGL is provided at www.tg.org.au.

Therapeutic Guidelines

Therapeutic Guidelines are written principally for prescribers (general practitioners and trainee physicians in particular) to provide clear, practical, succinct and up-to-date therapeutic information for the management of patients with specific conditions.

Therapeutic Guidelines are based on the best available evidence interpreted by multidisciplinary expert groups, which include some of Australia's most eminent and respected clinical experts. Therapeutic Guidelines are regularly updated in iterative cycles.

TGL's core digital product, Therapeutic Guidelines, is available for desktop computers and mobile devices for online and offline use. An app for Apple and Android devices is also available. Therapeutic Guidelines is used extensively in hospitals, pharmacies and general practices across Australia.

The role of the support analyst is to work within the Operations team to support, manage and administer applications for customers and provide internal support (including devices) to team members. The Support Analyst reports to the Operations Manager.

Responsibilities

- Review, prioritise, allocate and respond to all support tickets through the service desk.
- First contact for customer support and team member issues.
- Troubleshoot and provide technical support for internal devices.
- Oversee escalations and liaise with third-party vendors and suppliers, as necessary.
- Review system alerts and take appropriate course of action.
- Contribute to ongoing service improvement of IT operations.
- Configure devices and applications as required remotely and onsite.
- Administer the Microsoft 365 Tenant including Users and Groups and Azure Active Directory.

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- Develop internal systems documentation
- Preparation of service reports records
- Other relevant duties as required, from time to time.

Attributes

Qualifications

- Bachelor's in computer science, information systems, or related STEM field.
- Certifications in cloud technologies is desirable.

Experience

- 2+ years' experience in a Level 1 and/or 2 technical support role.
- Experience communicating with internal and external customers.
- Demonstrated ability to work in a Service Desk with ticketing system.
- Experience administering Microsoft 365.
- Experience implementing security controls is desirable.
- Experience in the healthcare sector is desirable.

Personal qualities

- Ability to work well in a team environment both onsite and remotely.
- Well-developed interpersonal skills and ability to communicate at all levels.
- Attention to detail.
- Natural problem solver and proactive approach to work
- Well-developed organisational skills, including an ability to set priorities and to pursue tasks to completion within prearranged deadlines.
- Open to constructive feedback and suggestions expressed by management and team members.
- Strive for professional development of self and team members.