

ID

LH-05497

Service Desk Analyst

Description

The (Provisioning) Service Desk Analyst will support the administration of matters relating to the management and support of IT equipment and services within the IT Service Operations Section. The role is responsible for undertaking work that is moderately complex in nature, under general direction, utilising functional expertise within the area of ICT support.

Responsibilities

Install, connect, and test networking equipment; undertake basic fault-finding, rectification and performance monitoring of network equipment.

Check and update workplace IT equipment information.

Deploy workstations, printers, faxes, phones etc.; remove workstations; send and receive equipment to/from interstate offices.

Sanitise and image hardware and arrange the secure destruction of equipment.

Organise the secure dispatch and collection of goods and equipment.

Count incoming stock, reconcile it with requisitions and update inventory and stock location records.

Perform additional duties or assume responsibility of functions as directed from time to time.

Qualifications

The candidate must hold an active Baseline security clearance prior to commencement. You must be able to obtain Negative Vetting Level 1.

About the project

Chief Information Officer Division (CIOD)

The CIOD is one of two divisions within the AEC's Enterprise Transformation Group (ETG) and is responsible for delivering robust ICT functions and capabilities, maintaining election-ready systems, and delivering an ambitious ICT transformation and modernisation agenda.

The CIOD leads and supports a range of AEC projects/programs including, but not limited to, the Modern Workplace Program, Cloud Technology Project, Polling Place Technology Project, and the Election Systems Modernisation Program (Indigo Program).

Job Requirements Criteria

Please address the following criteria in **5000 characters** max (one page pitch):

- Knowledge of, and experience working with and supporting IT systems, services, and processes.
- Ability to coordinate simple procurements of standard services or "commercial-off-the-shelf" (COTS) items where routines, methods and procedures are well established.
- Ability to coordinate the packaging, shipping, collection, auditing, and tracking of goods and assets.
- Ability to conduct simple logistical functions such as:
 - contribute to logistical planning, stocking and disposal operations.
 - A high level of attention to detail.
 - Knowledge and experience in successfully completing allocated

Hiring organization

AEC

Employment Type

Contractor

Estimated start date

Wednesday, 01 July 2026

Duration of employment

Initial contract of 12 months with possible two extensions of 12 months each.

Job Location

ACT (+ HYBRID at the discretion of the Hiring Manager).

Working Hours

40 hours per week

Valid through

05.05.2026

tasks and delivering quality results.

- Proven ability to communicate effectively whilst liaising with stakeholders and assisting to resolve issues across a geographically dispersed network.
- Ability to conduct analysis and research and report on findings with the ability to contribute new ideas and identify opportunities for business efficiency improvement.
- Demonstrated personal integrity whilst achieving results within legislative and policy parameters.