

Genus Job Description

Job Title	IT Senior Service Analyst	Job Family	Information Technology
Job Code		Job Grade	M1

Summary

The IT Senior Service Analyst role works proactively to support and administer IT aspects of business projects, and act as a liaison into the PIC Leadership Team across all sites through regular engagement to identify and deliver improvements to IT and business process and services.

The role provides on-site and remote technical support and escalation to the organisation's internal users of computer applications, systems, networks and hardware (e.g., PCs, servers, telephony).

The role requires a self-motivated, proactive leader to provide direction and guidance to colleagues within the IT Support function

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Sets priorities for colleagues to ensure task completion; coordinates work activities with other supervisors
2. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager
3. Supervises the daily activities of business or technical support or production team
4. Has formal supervisory responsibilities; sets priorities for and coaches employees to meet daily deadlines
5. Requires understanding and application of procedures and concepts within own discipline and basic knowledge of other disciplines
6. Uses judgment to identify and resolve day-to-day technical and operational problems
7. Uses tact and diplomacy to exchange information and handle sensitive issues

Genus Core Behaviours / Competencies

Customer impact: builds strong, profitable, sustainable customer relationships, anticipating and exceeding customer expectations to increase demand for services and products in order to build loyalty.

Managing external environment: anticipates and responds quickly to environmental changes for the benefit of the business and customers, through strong external networks and deep understanding of the markets.

Execution Orientation: Drives to set ever higher standards and achieve results through determination, resilience and commitment. Develops solutions to enhance the service offering and drive continuous improvement.

Setting Direction: develops simple, deliverable plans based on pragmatic new thinking, ideas or concepts. Assesses accurately commercial risk and return.

Change management: Champions, leads, support or embeds change to improve things. Communicates well and helps others by overcoming barriers.

Analysis and Decision Making: Analyses opportunities and problems thoughtfully and thoroughly to make good and timely decisions.

Team Mobilisation: builds high performing diverse teams, investing resources effectively. Recruits, develops, motivates and retains talent by setting stretching goals and developing capability of self, team and organisation.

Collaboration: ‘One team’ approach – gains commitment to strategic vision and goals. Builds and maintains networks and relationships, sharing knowledge and experience, delivering on commitments.

The following are qualities that are the foundations on which Genus team members work:

- Integrity
- Honesty
- A desire to work to make a difference in the communities & countries that we work in
- Delivery on commitments – do what you say you are going to do
- Alignment with the business goals and values

Essential Functions include the following. Other duties may be assigned. (Include NO more than 10 functions)	% of Position
Work closely with all levels of staff, particularly the PIC Leadership Team, to ensure proactive and timely engagement on all aspects of IT – Both project-based and support	20
Involvement in all IT aspects of projects, typically involving multiple Disciplines in the IT Function	15
Coordinate and conduct IT training, educational and orientation programs for staff alongside global IT L&D function	10
Collaborate with infrastructure and/or application development teams in order to identify and deploy new, or restore existing services and/or identify problems.	10
Work to implement and maintain IT standards and services in alignment with the global IT team	10
Provide technical support to the organization's internal users of computer applications and hardware (e.g., PCs, laptops, servers, cellphones). Answers questions regarding system procedures, online transactions, systems status and downtime.	10
Act as the main point of contact for all IT service issues, escalating promptly as and when necessary to peers, IT management or other IT teams. Manage resolution of issues by coordination with these contacts.	15
Management of small team of support staff	10

100%

Requirements

Travel	Potentially - Infrequent travel, within US and internationally.
Education	
Licenses/Certifications	
Experience	
Other	

The above position description is intended to describe the general content, identify the essential functions of, and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.