

# POSITION DESCRIPTION

## Service Desk Analyst - AU

Avanti Finance Group is a privately owned non-bank lender operating across New Zealand, and Australia. We are on an ambitious growth mission to lead and inspire our industry through innovation, and the development of exceptional financial services products whilst fostering a motivated and engaged workplace culture that is centred around personal growth and high performance.

With 270 staff across our four offices in New Zealand and Australia, we are motivated to become the best finance company boasting strong growth and returns, as well as the best customer, introducer and employee experiences.

Reporting to the Service Delivery Team Leader, the purpose of this role is to implement, maintain, and support technology information systems that meet the needs of a growing business.

You will have experience of troubleshooting systems and be skilled in software installation. You will install and configure computer hardware and provide technological support across the organisation.

You will be dealing directly with employees/customers at all levels of the organisation and will be expected to deliver high levels of customer service. You may be expected to be on call and be flexible with work hours to get the job done.

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### In This Role, You Will Do-the-Doing With:

- > Operate within the ITSM system, adhering to operational processes and promoting best practices to enhance scalability, usability, and efficiency.
- > Prioritise and manage BAU tickets, conducting daily follow-ups and liaising with internal and external stakeholders.
- > Perform first-level triage and troubleshooting for IT and facilities incidents, escalating to second- or third-level support as needed.
- > Monitor IT systems and proactively resolve errors or alarms across business applications, hardware, and networks.
- > Support software, hardware, and telephony (Mitel, Liquid Voice), including installation, configuration, testing, repairs, and vendor upgrades.
- > Evaluate and recommend technology solutions, support procurement, licensing, and asset management processes.
- > Provide user training, onboarding (provisioning systems, hardware, and access), and offboarding (deactivation of accounts, licenses, and access cards).
- > Maintain accurate records of technology assets, user access, and software licenses in the ITSM system.
- > Monitor and manage email filtering and antivirus systems, escalating suspicious content and maintaining whitelist/blacklist protocols.
- > Coordinate with stakeholders to ensure IT and information systems meet business objectives and SLAs.
- > Identify and document recurring issues, raising problem management cases and reporting on incident trends for vendor performance tracking.

### Always Ensure Integrity, Risk and Compliance

- > Apply a risk and compliance lens, ensure legal adherence, and manage all day-to-day risks through the appropriate channels.

- > Operate with integrity by upholding high standards in compliance and risk management through adherence to the three lines of defence model.

### **Living Our Values: Relentlessly Helpful, Do What's Right, People First**

- > Bring your whole self every day, to proactively promote a wellness, inclusive, health and safety conscious culture at Avanti.

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### **The Successful Candidate Will Have:**

- > Proven experience supporting Microsoft Office 365, Active Directory, Remote Desktop, and Hyper-V environments.
- > Skilled in managing cloud-based business applications, VoIP telephony systems (preferably Mitel and Liquid Voice), and ITSM platforms (ideally FreshService).
- > Knowledgeable in public cloud platforms including Microsoft Azure and AWS.
- > Familiar with ITIL service management principles and building management systems, preferably Gallagher BMS.
- > Holds a tertiary qualification in Computer Science, Engineering, or a related field.
- > Previous experience in financial services is advantageous.
- > Highly adaptable, proactive, and collaborative, with the ability to multitask effectively in fast-paced environments.
- > Strong communicator with a solid work ethic and a commitment to ongoing personal development.

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### **Operational Detail**

#### **Location**

Sydney

#### **Department**

IT

#### **Reporting to**

Service Delivery Team Leader,

#### **Direct Reports**

There are no direct reports associated with this role

#### **Internal Relationships**

All Avanti Group Staff

#### **External Relationships**

External technology partners.

## THE FOCUS CAPABILITIES THIS ROLE WILL DISPLAY AND BE MEASURED BY ARE:

The focus capabilities for this role are the capabilities someone new to the role should immediately be able to demonstrate competency in. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and are reviewed annually as part of the Group's Capability Framework.

Embracing Change fosters agility and resilience. Our ability to anticipate, embrace and adapt to new opportunities, including technology and new ways of working enables us to succeed and grow sustainably in today's rapidly evolving landscape.

We demonstrate Standards of Work through being willing compliers of regulatory requirements and our ongoing commitment to prioritising quality work practices, we ensure our business is sustainable and our customers can trust us.

We Use Our Initiative by taking ownership of our work and willingly contribute ideas and new ways of thinking. We seize opportunities early, anticipate issues before they become problems and acts with a sense of urgency to achieve results.

Active Collaboration creates a supportive and productive environment. We work together by having a common goal, sharing knowledge, expertise, and resources. This is how we foster creativity, innovation, and success. We Provide Customer Solutions through understanding customer needs, defining requirements and ensuring the right expertise is applied. We utilise our knowledge base of products and services and invite customers to explore options.

We take responsibility for our actions and decisions. Being Accountable allows us to work towards the same goals and objectives. It ensures that as individuals and as an organisation we hold ourselves to a high standard of conduct.




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I have read and understand the position description

Date