Role Description
Assistant Service Desk Manager

Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Corporate Services/IT Services
Role number	Multiple
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	May 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Assistant Service Desk Manager assists in the day to day smooth operation of the Service Desk Team and contributes to the support of the Parliaments ICT environment through the provision of technical support and advice to Members of Parliament and staff across multiple locations, platforms and technologies.

Key accountabilities

- Provide hands-on support to members and staff in all aspects of ICT operational support.
- Provide leadership, foster teamwork and collaboration within the Service Desk team and promote a team culture aligned with DPS values.
- Ensure that all Service Desk team members are aware of the high standard of customer service expected and that this standard is consistently met.
- Monitor and manage team resources to ensure allocation of duties is aligned to business priorities and customer expectations.
- Build and maintain effective relationships with colleagues and stakeholders within NSW Parliament.
- Ensure all incidents, problems and service requests are appropriately logged in accordance with agreed procedures. Report against performance metrics and highlight areas where there is capacity for improvement.
- Escalate performance or service issues to internal and external providers.
- Provide point of escalation for other Service Desk team members.
- Ensure cyber-security threats, warnings and incidents are communicated appropriately to parliamentary stakeholders in consultation with the Senior Manager - IT Services, Manager – Cyber Security and Infrastructure Manager.
- Maintain awareness and ensure work practice is consistent with IT Services policies, standards and procedures.
- All other ICT support activities as required.

Key challenges

- Provide a point of escalation for VIP customers
- Maintaining an awareness of the operations of Parliament, its policies, procedures and standards.
- Maintaining awareness of technologies, issues and workarounds as they relate to the Parliament's technology environment and clients' use of technology
- Explaining technical issues and instructions to non-technical clients and colleagues
- Delivering excellent customer service and completing tasks within tight time constraints
- Balancing the need to respond to actual requests for support whilst also pro-actively identifying and resolving emerging issues and problems.

Key relationships

Who	Why
Internal	
Relevant Reporting Line Manager	• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required
	• Provide support to achieve operational priorities, exchange information and

Who	Why
	contribute to decision-making
	• Escalate discuss issues and propose
Work Team	• Provide guidance and professional support and exchange information
	• Collaborate to continually improve knowledge, build capability, and improve consistency and service quality
	• Provide an escalation point for issues or complex decision-making
Stakeholders/customers	• Establish professional networks and relationships to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues
External	
Vendors/Service Providers	• Communicate needs, facilitate business transactions and resolve issues Liaison with vendors and undertaking functionality and specification testing

Role dimensions

Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

Reporting line

The role accounts and reports to the relevant reporting line manager.

Direct reports

This role has no direct reports.

Budget/Expenditure

As per the approved DPS Financial Delegations.

Key knowledge and experience

- Well-developed oral and interpersonal communication skills with a proven capability to deliver excellent customer service, user support and guidance in an IT context.
- Demonstrated conceptual, analytical and problem solving skills to resolve complex technical issues both directly and also by way of suggesting alternative solutions.
- Demonstrated technical skill and experience working in a support context with a range of technologies.
- Demonstrated experience in network administration.
- Demonstrated experience providing leadership within an ICT support team.
- ITIL certification highly regarded.

Essential requirements

- Demonstrated professional experience working in an IT service desk environment, including diagnosing, prioritising and resolving technical incidents and using call-logging software
- Demonstrated capacity to deliver service improvements through the application of knowledge of the practices and principles of IT service desk operations and technology industry standards and trends.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively		Adept

		• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

Occupation specific capability set

Capability Set	Category, Sub-category and Skill	Level and Code
SFIA	Application support	ASUP Level 4
	Customer service support	**CSMG Level 5**
	Problem Management	PBMG Level 4

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate