Role Description
ICT Desktop Support Officer

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	ICT
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1326092
Date of Approval	4 July 2024
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including two satellite offices located at Walgett and Bourke and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

Provide assistance, information and support to customers to solve reported issues and process service requests in order to support client service delivery by Legal Aid NSW staff and external practitioners. Actions desktop calls escalated by ICT Service Desk Officers either remotely or through site visits and in-person support, and liaises with other support providers as required.

Key accountabilities

- Process and resolve desktop incidents and service requests escalated in accordance with business processes.
- Provide a strong customer focused service, ensuring that quality service is delivered in a timely and efficient manner.
- Effectively log, manage and prioritise calls using service management software.
- Communicate solutions and workarounds to team members and contribute to the Service Desk knowledge base.
- Contribute to the development and continuous improvement of the Service Desk and its business systems and processes.

- Provide desktop support at metropolitan and regional offices as required.
- Delivering excellent levels of services for a large customer base at sites spread across NSW using a diverse range of technologies.

Key challenges

- Balancing competing demands to support customers in line with Service Level Agreements
- Keeping up to date with the changing requirements to business applications and systems brought about by new policies and services, system enhancements and configuration changes and changes to business processes.
- Using initiative and judgment to appropriately escalate matters of a serious and/or complex nature.

Key relationships

Internal

Who	Why
Team Leader	• For direction and management
Work team	• Take and/or handover issues where appropriate. • Participate in meetings to represent work group perspective and share information. • Support team, work collaboratively to contribute to achieving the team's business outcomes. •
Customers	• Resolve issues, action service requests and provide information
Other ICT Staff	• Take and/or handover escalated issues where appropriate. • Work with peers in other ICT teams to support incident resolution and other requests

External

Who	Why
Private Practitioners	• Resolve Legal Aid desktop issues
External Service Providers	• Escalate issues and liaise to ensure resolution

Role dimensions

Decision making

The role operates with some autonomy in order to resolve issues of medium complexity and effectively communicate solutions to clients and peers.

Reporting line

ICT Service Desk Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Relevant tertiary and/or professional qualifications in ICT or related discipline, and/or equivalent experience
- Experience providing desktop support both over the phone and in person.

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	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Intermediate
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	Intermediate

Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
Results	**Deliver Results** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and analyse information and make recommendations based on relevant advice • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and roll-out of new technologies	Intermediate

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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Service Management, Service Operation, Service Desk and Incident Management**	**Level 4 - USUP**
	Service Management, Service Design, Service Level Management	**Level 3 - SLMO**

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GOVERNMENT

	Client Interface, Client Support, Client Services Management	Level 3 - CSMG
	Service Management, Service Transition, Asset Management	Level 4 – ASMG
	Service Management, Service Operation, Application Support	Level 3 – ASUP

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Behavioural Indicators
Service Management, Service Operation, Service Desk and Incident Management	Level 4 - USUP	Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation.
Service Management, Service Design, Service Level Management	Level 3 - SLMO	Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.
Client Interface, Client Support, Client Services Management	Level 3 - CSMG	Acts as the routine contact point. Assists with the development of and applies client services standards to resolve or escalate clients' service problems.
Service Management, Service Transition, Asset Management	Level 4 - ASMG	Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Ensures that there are no unauthorised assets such as unlicensed copies of software
Service Management, Service Operation, Application Support	Level 3 - ASUP	Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.