

# Role Description

## Service Desk Officer, Level 2

<b>Cluster</b>	Stronger Communities
<b>Agency</b>	Legal Aid NSW
<b>Division/Branch/Unit</b>	ICT
<b>Location</b>	Central Sydney
<b>Classification/Band/Grade</b>	Clerk Grade 5/6
<b>ANZSCO Code</b>	531111
<b>PCAT Code</b>	1326092
<b>Date of Approval</b>	29 August 2019
<b>Agency Website</b>	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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 calls escalated by the Service Desk Officer 1<sup>st</sup> Level and resolves or liaises with 3<sup>rd</sup> level support providers as required.

### Key accountabilities

- Process and resolve incidents and service requests escalated to the officer in accordance with documented 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

### Key challenges

- Balance competing demands to support customers in line with Service Level Agreements

- Develop and maintain an in-depth knowledge of business systems such as Grants Online, ATLAS and CCMS and the business processes associated with the use of these systems
- Keep 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.

### Key relationships

Who	Why
<b>Internal</b>	
Manager, Service Desk	<ul style="list-style-type: none"> <li>• For direction and management</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Resolve issues, action service requests and provide information</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Take and/or handover issues where appropriate</li> <li>• Participate in meetings to represent work group perspective and share information</li> <li>• Support team, work collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Other ICT staff	<ul style="list-style-type: none"> <li>• Take and/or handover escalated issues where appropriate</li> </ul>
<b>External</b>	
Private Practitioners	<ul style="list-style-type: none"> <li>• Resolve Legal Aid system issues</li> </ul>
External Service Providers	<ul style="list-style-type: none"> <li>• Escalate issues and liaise to ensure resolution</li> </ul>

### 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

Manager, Service Desk

#### Direct reports

Nil

#### Budget/expenditure

Nil

#### Essential requirements

Nil





## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework).


This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
 Business Enablers	Demonstrate Accountability	Foundational
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	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 3 – USUP

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non—verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Research and analyse information and make recommendations based on relevant advice</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and roll-out of new technologies</li> </ul>

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

Category and Sub-Category	Level and Code	Level Descriptions
<b>Service Management,</b> Service Operation, Service desk and incident management	Level 3 – USUP	Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.