Role Description
Service Desk Officer, Level 1

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	ICT
Location	Central Sydney
Classification/Band/Grade	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1326092
Date of Approval	29 August 2019
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 25 regional offices in metropolitan and regional centres across NSW 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, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the 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.

Key accountabilities

- Provide a strong customer focused service, ensuring that quality service is delivered in a timely and efficient manner to minimise the impact on service delivery
- Balance competing demands to support customers in line with Service Level Agreements
- Effectively log, manage and prioritise calls using service management software
- Process service requests in line with Service Level Agreements
- Provide support and manage calls in accordance with documented policies and procedures

Key challenges

- Encourage customers and internal stakeholders to follow procedures and processes when logging incidents and submitting service requests
- Develop and maintain the skills and knowledge required to provide effective support for existing and new services
- Ability to work to a roster to ensure that support is provided from 7.00am to 6.00pm as part of the section's commitment to the organisation's business requirements.

Key relationships

Who	Why
Internal	
Manager, Service Desk	• For direction and management
Customers	• Resolve issues, action service requests and provide information
Work team	• Participate in meetings to represent work group perspective and share information • Support team to work collaboratively to contribute to achieving the team's business outcomes
Other ICT staff	• Take and/or handover escalated issues where appropriate
External	
Private Practitioners	• Assist with Legal Aid system issues
Vendors / external support providers	• Escalate issues and liaise to ensure resolution

Role dimensions

Decision making

The role operates with some autonomy in order to resolve less complex issues 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

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

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	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	**Foundational**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 2 – USUP
	Service Management, Service Operation, IT Operations	Level 2 - ITOP
	Service Management, Service Operation, Application support	Level 2 – ASUP
	Solution Development and Implementation, Systems Development, Information Content Authoring	Level 2 - INCA

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**
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• 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
Results Plan and Prioritise	Foundational	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these • Understand team objectives and how own work relates to achieving these
Business Enablers Technology	Intermediate	• 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 the introduction and roll-out of new technologies

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