Role Description
Technical Support Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Information Technology
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
Role Number	215885
Employment type	Ongoing
ANZSCO Code	511112
PCAT Code	1224592
Date of Approval	July 2019
Website agency	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

Primary purpose of the role

The Technical Support Officer contributes to the delivery of high quality Telecommunication services to customers located in Departmental Offices through incident diagnosis and resolution of complex issues, together with deployment of the department's standardised telecommunications infrastructure, hardware and systems. The role also provides technical advice in relation to a high performing team setting and acts to ensure excellent customer service and continuous improvement.

Key accountabilities

- Maintain partner relationships with internal and/or external stakeholders (including individual and customer groups) to identify customer needs and inter business activities required to foster a productive relationship between the Information Technology Directorate, the Department and its customers.
- Actively contribute to a culture of customer centricity and continuous improvement by providing, documenting and maintaining telephony procedures, policies and manuals.
- Adopt and implement appropriate workflows including the use of new/update to ICT technologies

and methodologies to ensure that team members have the necessary skills and experience to deliver efficient and effective customer centric service delivery.

- Monitor, review and analyse telephony systems and databases to generate reports on balance scorecards, service levels, operational performance and customer feedback to provide and inform accurate advice and information for staff, customers, management and external agencies.

- Contribute to the preparation of correspondence, briefings and reports to support the effective operations of telephony functions for operational management meetings and Governance forums.

- Work collaboratively to share and maintain knowledge, insights and reporting findings to continually improve the customer experience through service design and delivery.

- In consultation with the supervisor, develop an annual work plan that articulates and clarifies specific role responsibilities, key performance indicators and expected outcomes of success over a 12 month period; monitor and evaluate individual and team performance through performance development, to support team members, and enhance individual and team achievements.

Key challenges

- Providing efficient and high level customer service delivery while ensuring competing and conflicting business priorities are met within agreed timeframes and to the required standard in the context of a large and complex organisation that is continuously undergoing transformation and implementing reform programs to support the delivery of better educational outcomes for the NSW community.

- Embracing Information Technology Directorate objectives by adopting and implementing continuous improvement initiatives in services, processes and technologies to provide high quality, efficient and customer centred services to customers.

- Keeping abreast of current and emerging shared services and customer experience trends, policy and legislative reform to support the execution of the Department and Information Technology Directorate strategy and objectives.

Key relationships

Who	Why
Internal	
Customers	• Delivers high quality customer-focused services • Provides guidance in resolving technical and/or complex matters requiring specialist knowledge
Direct Reports (If applicable)	• Guides the day-to-day work activities of the team • Plans and monitors resource allocation effectively • Supports and shares information with colleagues to achieve team goals and provides and seeks assistance as required
Supervisor	• Provides regular status reports • Escalates issues, provides updates and clarifies instructions • Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters • Receives ongoing performance feedback, coaching and development
Shared Services team members	• Collaborates and drive consistent application of improving customer experience and service delivery • Provide advice on customer experience and customer needs, and feedback to inform service design and transition of existing and new services • Share and analyse customer and service data to identify opportunities for process and service improvement
Learning Networks/Communities of Practice	• Actively participates in internal and/or external learning opportunities, briefing sessions and workshops to keep up to date and to maintain specialist/technical knowledge
External	
Industry professionals/Consultants	• Maintains specialist knowledge/understanding of Shared Services practices, seeks advice and collaborates on the implementation of Shared Services strategies to keep abreast of best practice

Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement within ICT policies and guidelines to achieve business outcomes. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action. Where the role supervises a team, it has authority to make decisions about the coordination of workflows, and the deployment of team members, tasks and allocated resources to ensure the achievement of business and unit outcomes.

Reporting line

This role reports to the Senior Technical Officer, Telephony Systems.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in ICT or relevant experience
- Expertise across a range of technical support functions, with a focus specific to this role on Telephony Systems
- Knowledge of and commitment to the Department's Aboriginal Education and Training policies.

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

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

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	Adept	• 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 a high level of personal motivation
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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
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