

Role Description

Service Desk Support Officer



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Information and Communication Technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	313112
Role Number	52015616, 52015618
PCAT Code	1226092
Date of Approval	June 2023
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Service Desk Support Officer provides effective 1st tier technical support to NSW SES IT users state - wide by resolving user infrastructure and systems queries directly or by escalating issues to the Senior Support Officer and works collaboratively with key support staff throughout ICT and externally through service providers.

Key accountabilities

- Support the processing and prioritising of incoming requests to the Service Desk via both telephone and e-mail to ensure timely and effective resolution of end user issues
- Provide tier 1 help desk services in response to user requests for advice or assistance with hardware, network and operating system issues to ensure timely and effective resolution of end user issues
- Provide input into the selection of the appropriate prioritisation and allocation of support requirements through the Service Desk with agreed quality and timeliness standards to meet business requirements

- Provide advice, quality customer service, training and support to end-users, through the Service Desk function to ensure calls are actioned and completed to customer expectations
- Establish and maintain strong customer relationships throughout the organisation to ensure the Service Desk function supports users requirements for resolution of problems/issues in a timely and quality manner
- Undertake a range of administrative activities related to the Service Desk function to support all activities and adhere to Service Desk standards, policies and procedures
- Foster professional relationships with hardware vendors and service providers to ensure ongoing cooperation
- Perform the duties of the On-Call Technical Officer and work as part of the State Information Technology Services Operations team during operational events on a rostered 24/7 basis

Key challenges

- Working independently to identify and resolve technical problems via analysis, lateral thinking and good judgement and in a team environment to ensure effective and seamless service delivery
- Providing technical support to a broad range of users with diverse technical issues and levels of expertise
- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, software and technologies

Key relationships

Who	Why
Internal	
Service Desk Officer	<ul style="list-style-type: none"> • Receive guidance and direction regarding operational priorities • Provide information and/or progress reports; escalate important issues, particularly those that may significantly impact service delivery • Receive feedback regarding performance
Work team	<ul style="list-style-type: none"> • Share information and work collaboratively to ensure seamless service delivery
Managers, staff and volunteers	<ul style="list-style-type: none"> • Liaise to deliver professional, timely and quality client service • Provide advice and training to support technology infrastructure installations and upgrades • Maintain collegiate relationships and resolve issues arising
External	
Suppliers and other service providers	<ul style="list-style-type: none"> • Coordinate the purchase, delivery, repair and maintenance of IT equipment and services • Monitor the delivery of products/services as per specifications

Role dimensions

Decision making

The role:

- Works within a broad framework of Government and NSW SES policies and procedures and precedents set by previous work
- Exercises judgement, initiative and technical expertise in the delivery of projects and the resolution of day-to-day technical problems and challenges; escalating those issues which may impact on service delivery to role supervisor
- Responsible for preparation of timely and accurate information / reports to role supervisor
- Contributes to procedures, standards and network documentation.

Reporting line

The role reports directly to the Service Desk Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualification(s) in IT or related field and/or equivalent relevant industry knowledge and experience
- Demonstrated experience and knowledge of Service Desk technologies and ICT environments including applications, systems and infrastructure
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

This role will perform the duties of On Call Technical Officer as required on a rostered basis, outside of standard business hours.

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Delivery and Operation - Service Design – Service Level Management	Level 3 SLMO
	Delivery and Operation - Service Design – Availability Management	Level 4 AVMT
	Delivery and Operation - Service Design – Problem Management	Level 3 PBMG

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 Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate	<ul style="list-style-type: none"> 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 Stay motivated when tasks become difficult
Relationships Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 Cooperate across work areas to improve outcomes for customers
Results Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Intermediate	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enablers Technology Understand and use available technologies to maximise efficiencies and effectiveness	Adept	<ul style="list-style-type: none"> 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

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

Category, Sub-category	Level and Code	Skill and Level Description
Delivery and Operation Service Design	Level 3 SLMO	SERVICE LEVEL MANAGEMENT (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.
