

Role Description

Assets Administration Officer



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	ICT
Location	Central Sydney
Classification/Grade/Band	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 of a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Bourke, and a number of specialist services and advice clinics. Working at Legal Aid NSW provides the opportunity to support people with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness 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

Manages the administration of Legal Aid NSW ICT assets to ensure compliance with relevant policies and guidelines. The role is responsible for the ongoing management of all ICT related physical and intellectual assets.

Key accountabilities

- Provide a timely response to users in response to asset related service requests
- Administer Legal Aid NSW ICT assets (hardware, software, records) to ensure compliance with relevant legislation, regulations, policies and guidelines.
- Utilise the CMDB as a register of all IT assets including details of their location, configuration and history.

Key challenges

- Maintaining consistency across Legal Aid NSW in relation to the provision and maintenance of ICT assets and ensuring compliance in the recording of ICT assets and equipment.

- Balancing competing demands to support customers in line with Service Level Agreements
- Developing and maintaining the skills and knowledge required to effectively administer ICT assets

Key relationships

Who	Why
Internal	
Service Desk Manager	<ul style="list-style-type: none"> • For direction and management
Customers	<ul style="list-style-type: none"> • Action service requests and provide information
Work team	<ul style="list-style-type: none"> • Participate in meetings to represent work group perspective and share information • Support team, work collaboratively to contribute to achieving the team's business outcomes
Finance	<ul style="list-style-type: none"> • Liaise and inform to ensure the currency and accuracy of the Legal Aid NSW asset register - including the CMDB - is maintained.
External	
Vendors	<ul style="list-style-type: none"> • Liaise in relation to asset procurement and disposal

Role dimensions

Decision making

The Assets Administration Officer makes day to day decisions related to the management of ICT assets in consultation with their manager. This includes the provision of assets services to all stakeholders in accordance with established policies and procedures. Major decisions or sensitive matters that may impact on the provision of quality support services are referred to their manager for resolution or direction.

Reporting line

Service Desk Manager

Direct reports

Nil

Budget/expenditure

Nil

Essential requirements





NA


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	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
 Results	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
 Business Enablers	Demonstrate Accountability	Foundational
	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
	Service Management, Service Operation, Service desk and incident management	Level 1 – USUP
	Service Management, Service transition, Asset management	Level 4 - ASMG

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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • 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 Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> • Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management

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

Category and Sub-Category	Level and Code	Level Descriptions
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, date, 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.