

Role Description

Service Desk Supervisor/ Technical Lead

Cluster	Separate Agency
Agency	NSW Education Standards Authority (NESA)
Division/Branch/Unit	Information & Communication Technology Directorate
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk grade 7/8
Role number	B1135
ANZSCO Code	313112
PCAT Code	1226291
Date of Approval	03 January 2017
Agency Website	www.educationstandards.nsw.edu.au

Agency Overview

The NSW Education Standards Authority (NESA) is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood educators. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was formally established on 1 January 2017 in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities, and streamlined processes and systems.

Primary purpose of the role

The Service Desk Supervisor/ Technical Lead provides technical support and advice to users across multiple locations, platforms and technologies and guides the activities of Technical Support staff responsible for the day-to-day operations of the agency's ICT environment.

Key Accountabilities

- Contribute to building capability within the ICT technical support stream ensuring effective knowledge sharing and coaching.
- Promote and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency within the team.
- Manage set-up activities for large-scale or complex deployments or changes to the organisations information systems to comply with operational requirements for service delivery.
- Investigate and resolve end-user issues, providing direct technical expertise and support and collaborating with vendors to implement timely and effective solutions.
- Collect and compile information for and prepare documentation, knowledgebase articles and correspondence in line with quality and organisational requirements, to support information flow and to inform decision-making.

- Coordinate set-up activities for large-scale or complex deployments, projects or changes to the organisation's information systems to comply with operational requirements for service delivery and change management procedures.
- Oversee the requests, incidents and problems. Manages and coordinates urgent and complicated support issues. Act as an escalation point for all requests and incidents.

Key challenges

- Balance the strategic aspects of the role with day-to-day management and operational demands
- Integrate system solutions across disparate platforms and technologies in various environments.
- Deal with diverse projects requiring strategic advice or quality assurance within tight timeframes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions. • Provide advice and contribute to decision-making. • Escalate and identify emerging issues/risks and their implications and propose solutions
Work team	<ul style="list-style-type: none"> • Support the team, and work collaboratively to achieve the team's business outcomes. • Participate in meetings to represent the work group perspective and share information. • Participate in discussions and decisions regarding the implementation of innovation and best practice
Clients/customers	<ul style="list-style-type: none"> • Resolve issues and provide solutions to problems. • Provide strategic advice for business improvement. • Provide technological advice to improve day-to-day business performance. • Provide technical and/or hardware support services. • Ensure compliance with agency and sector rules and standards

Role dimensions

Decision making

Decisions are made in accordance with NESA and/or Directorate-documented policies and procedures including the Code of Ethics and Conduct. The role acts independently in performing its core work. It applies specialised knowledge, skills and professional judgement to achieve outcomes and consults with the Senior System Officer, Enterprise Operations on matters that are sensitive and/or contentious to agree on a suitable way forward.

Reporting line

The Service Desk Supervisor/ Technical Lead reports directly to the Senior System Officer, Enterprise Operations.

Direct reports

The role will have various direct and indirect reports depending on business/ project requirements.

Essential requirements

Experience in Wintel, Linux/Unix environments.

Experience in technical support and service delivery.

Experience in Windows/iOS operating systems and applications including Microsoft 365.

Experience with IT service management process and delivery changes.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role. The capabilities are separated into focus capabilities and complementary capabilities.

Focus Capabilities


Focus capabilities are the most important for the effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below, briefly explaining what each capability covers and the indicators describing the behaviours expected at each level.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	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	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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 4 – USUP
	Service Management, Service Operation, Application support	Level 4 – ASUP
	Service Management, Service Operation, IP Operations	Level 3 – ITOP
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the behaviours 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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change. Offer your own opinion and raise challenging issues. Listen when ideas are challenged and respond reasonably. Work through challenges Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> 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	Adept	<ul style="list-style-type: none"> 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 cooperate with internal and external parties to improve customer outcomes. Maintain relationships with key customers in areas of expertise. Connect and collaborate with relevant stakeholders within the community.
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence. Identify issues that may hinder the completion of tasks and find appropriate solutions. Be willing to seek out input from others and share your ideas to achieve the best outcomes. Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence. Identify issues that may hinder the completion of tasks and find appropriate solutions.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Be willing to seek out input from others and share your own ideas to achieve the best outcomes. • Identify ways to improve systems or processes which are used by the team/unit.
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated. • Collaborate on establishing clear performance standards and deadlines in line with established performance development frameworks. • Develop team capability and recognise and develop potential in people. • Be constructive and build on strengths when giving feedback. • Identify and act on opportunities to provide coaching and mentoring. • Recognise performance issues that need to be addressed and work towards the resolution of issues.

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

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 4 – USUP	Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and appropriate for those providing support. Creates and maintains support documentation.