Role Description
ICT Service Desk Team Leader

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	ICT
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	223112
PCAT Code	124992
Date of Approval	24 June 2024
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 28 regional offices in metropolitan and regional centres across NSW including two satellite offices located at Walgett and Bourke 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, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some 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

The ICT Service Desk Team Leader leads a designated team of Information Communication Technology (ICT) support staff to deliver high quality ICT services to Legal Aid NSW metropolitan, regional and remote offices.

The role leads a team to resolve varying ICT issues to establish a standardised ICT operational and support environment, and manages ongoing service delivery and support to Legal Aid NSW staff in offices and remotely, contributing to a high-performance team environment and providing excellent customer service. Undertaking travel to offices across NSW may also be required.

Key accountabilities

- Coordinate tasks and people associated with the delivery of ICT support services to Legal Aid NSW offices to foster positive working relationships and enable quality service provision.
- Lead the provision of ICT Level 1/Level 2/Asset Management support services to offices in accordance with standards, policies and operating procedures and the application of best practice regulation.
- Engage with principals, managers and stakeholders to ensure alignment with ICT priorities.
- Provide specialist advice to support operations and administration in accordance with standardised ICT technologies, policies and operating procedures.

- Foster a positive and progressive team culture by managing the development and delivery of performance development and training plans staff to encourage a high quality, customer focused service environment.
- Manage the team's work assignments in relation to the provision of ICT support services.
- Provide timely and accurate reports to facilitate informed decision-making and planning.
- Ensure accurate records are maintained in accordance with protocols.

Key challenges

- Delivering excellent levels of services for a large customer base at sites spread across NSW using a diverse range of technologies
- Liaising effectively with stakeholders with varying levels of ICT skill and maturity.
- Managing a team while maintaining standardised support to distributed Legal Aid NSW offices.
- Using initiative and judgment to appropriately escalate matters of a serious and/or complex nature.

Key relationships

Internal

Who	Why
Service Desk Manager	• Escalate issues, keep informed, advise and receive instructions.
Work team	• Inspire and motivate team, provide direction and manage performance. • Guide, support, coach and mentor team members. • Review the work of team members. • Encourage team to work collaboratively to contribute to achieving the team's business outcomes. • Lead discussions and decisions regarding implementation of innovation and best practice. • Work with peers in other ICT teams to support incident resolution and other requests
Principal Manager ICT Service and Business Partnership	• To collaborate in respect to escalated support services provided by teams to customers.
Clients/Customers	• Manage expectations, resolve and provide solutions to issues. • Understand business needs and coordinate advice from the broader ICT team to respond to their needs. • Provide advice for business improvement
Other ICT Principal Managers	• Share stakeholder feedback, needs and requirements to inform ICT work priorities, solution design and service delivery.

External

Who	Why
Vendors, Service Providers and Consultants	• Escalate issues to address current and potential problems. • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements. • Negotiate and manage service delivery contracts.
Other government agencies	• Develop and maintain operational relationships with other government agencies.

Role dimensions

Decision making

This role exercises judgement and initiative in prioritising and resolving day-to-day issues in accordance with ICT Directorate policies, procedures and operational guidelines. It contributes to planning/decision-making, develops and implements service delivery systems and processes to address gaps and resolve issues arising.

Works both independently and collaboratively within a team of ICT Support Team Leaders managing teams.

Reporting line

Service Desk Manager

Direct reports

Clerk Grade 3/4 Officers and/or
Clerk Grade 5/6 Officers

Budget/Expenditure

Nil

Key knowledge and experience

- Relevant tertiary and/or professional qualifications in ICT or related discipline, and/or equivalent experience
- Experience in leading ICT Service Desk functions

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

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

|	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• 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	Adept

|	Manage and Develop People	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes	Adept
	Engage and motivate staff, and develop capability and potential in others	• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams	
		• Develop work plans that consider capability, strengths and opportunities for development	
		• Be aware of the influences of bias when managing team members	
		• Seek feedback on own management capabilities and develop strategies to address any gaps	
		• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way	
		• Monitor and report on team performance in line with established performance development frameworks	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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 4 - USUP**
	Service Management, Service Design, Service Level Management	**Level 3 - SLMO**
	Client Interface, Client Support, Client Services Management	**Level 3 - CSMG**
	Service Management, Service Transition, Asset Management	Level 4 – ASMG
	Service Management, Service Operation, Application Support	Level 3 – ASUP

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

Category and Sub-Category	Level and Code	Behavioural Indicators
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 in an appropriate form for those providing support. Creates and maintains support documentation.
Service Management, Service Design, Service Level Management	Level 3 - 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.

Client Interface, Client Support, Client Services Management	Level 3 - CSMG	Acts as the routine contact point. Assists with the development of and applies client services standards to resolve or escalate clients' service problems.
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, data, 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
Service Management, Service Operation, Application Support	Level 3 - ASUP	Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks.