Role Description
Application Support Officer

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	ICT
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role Number	ITS023
ANZSCO Code	
PCAT Code	
Date of Approval	December 2016
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 23 regional offices in metropolitan and regional centres across NSW 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, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the 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 Application Support Officer provides broad-ranging application support to users utilising a range of applications to troubleshoot and resolve issues of moderate complexity across the organisations' ICT application environment.

Key accountabilities

- Utilise appropriate tools and methods to address user support queries and return user's ICT applications to optimum efficiency
- Manage set-up activities for ICT applications and monitor their performance to limit or prevent loss of service to end users
- Asist in the maintenance of the corporate applications, as required by the Team leader
- Create and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages

Key challenges

- Balance competing demands to ensure customer Service Level Agreements are met
- Develop and maintain knowledge and technical capability across diverse application portfolio

Key relationships

Who	Why
Internal	
Team Leader	• Escalate issues, keep informed, advise and receive instructions
Work team	• Participate in meetings to obtain work group perspective and share information • Work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	• Provide advice and assist with solving issues

Role dimensions

Decision making

• N/A

Reporting line

Team Leader Application Support

Direct reports

• None

Essential requirements of the role

Out-of-hours availability to attend to emergencies or as required

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**	**Intermediate**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
	Service Management, Service Operation, Service desk and incident management	Level 3 – USUP
	Service Management, Service Operation, IT Operation	Level 2 – ITOP
	Service Management, Service Operation, Application support	**Level 3 – ASUP**

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 Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
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 Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • 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

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Service Management, Service Management, Service Operation, Application support	Level 3 – ASUP	Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports..

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