

Role Description

Drives Help Desk Officer

Cluster	Transport and Infrastructure
Agency	Roads & Maritime Services
Division/Branch/Unit	Compliance and Regulatory Services
Location	Newcastle
Classification/Grade/Band	USS6
Role Number	Various
ANZSCO Code	541112
PCAT Code	1147292
Date of Approval	17 January 2019
Agency Website	http://www.rms.nsw.gov.au/

Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

Primary purpose of the role

The Help Desk Officer provides technical and procedural support to internal and external business partners in the use of DRIVES. The position holder also analyses, investigates and resolves system and application problems and identifies anomalies associated with enhancements to the DRIVES system.

Key accountabilities

- Provide efficient on-line support to DRIVES users, operations staff, corporate staff, contact centre and external stakeholders by logging, investigating and diagnosing operational problems and providing resolution or, where necessary, referring them to the responsible areas and monitoring progress to resolution

- Participate in and provide advice on procedural and operational matters to project teams to facilitate customer service and assist in the development of temporary or final resolution of identified problems resulting from DRIVES enhancements or minor emergencies affecting continuous operational viability of the system
- Maintain the Problem Logging system to ensure that appropriate management areas are advised of any trends identified in providing assistance to DRIVES users as well as ensuring consistency of practice and high level customer service.
- Maintain the Drives Security Management System for internal and external customers that access the DRIVES system to support the access of authorised users only. Maintain access for external customers that access DRIVES24
- Provide support to external business partners interfacing with DRIVES by investigating and resolving operational problems, providing support, advice or, where necessary, referring to the responsible area and monitoring progress to resolution
- Provide support to external business partners interfacing with DRIVES by investigating and resolving operational problems, providing support, advice or, where necessary, referring to the responsible area and monitoring progress to resolution

Key challenges

- Provide support to external business partners interfacing with DRIVES by investigating and resolving operational problems, providing support, advice or, where necessary, referring to the responsible area and monitoring progress to resolution
- Communicating effectively with a broad range of stakeholders ensuring political and interpersonal astuteness at all times.
- Managing time effectively ensuring a high standard of work delivery within required timeframes.

Key relationships

Who	Why
Internal	
DRIVES Users	• TBA
Corporate Staff	• TBA
External	
SNSW DRIVES Users	• TBA
External DRIVES Customer Groups	• TBA

Role dimensions

Decision making

TBA

Reporting line

The Drives Help Desk Officer reports to the Team Leader Drives Help Desk.

Direct reports

N/A

Budget/Expenditure

Nil

Essential requirements

Knowledge of registration, licensing and motor registry policies and procedures.

Experience in motor registry or similar environment particularly with hands on use of DRIVES.

A probationary period of 3 months may apply to this position

It is a prerequisite that applicants possess a current motor vehicle driver licence

The successful applicant may be required to work outside normal working hours or to travel on occasion

The successful applicant will be required to undergo relevant security and criminal records check prior to appointment





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

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	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 Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Think and Solve Problems	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 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
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
		<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation