

# Role Description

## ICT Support Officer



Cluster	Premier and Cabinet
Agency	Public Service Commission
Division/Branch/Unit	Corporate Services Branch/ICT and Business Services
Role number	TBC
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	599999
PCAT Code	1119192
Date of Approval	September 2021
Agency Website	<a href="http://www.psc.sc.nsw.gov.au">www.psc.sc.nsw.gov.au</a>

### Agency overview

The Public Service Commission (PSC) is headed by an independent Public Service Commissioner and is a separate agency under the Government Sector Employment Act 2013 (GSE Act) that supports the Commissioner in the exercise of his/her functions and powers.

The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment, performance management, and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

### Primary purpose of the role

The ICT Support Officer provides ICT support services to the organisation to assist in the successful maintenance of all ICT services.

### Key accountabilities

- Provide first and second level support to resolve ICT system issues internally and/or in conjunction with external service providers.
- Liaise with internal stakeholders to provide technical support with a strong focus on customer centricity and working within an ITIL framework such as Jira Service Desk.
- Utilise appropriate tools and methods to address user support queries and return user's ICT systems and networks to optimum efficiency.
- Manage the set-up activities for ICT devices and systems and monitor their performance to limit or prevent loss of service to end users.
- Create and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages.
- Promote and ensure the use of standardised methods, agreed tools and reference material to mitigate

risks and drive high standards, efficiency and consistency within the team.

- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services.
- Relieve other team members in their absence and provide back up support for all team activities, to ensure that an optimal ICT support function is maintained.

## Key challenges

- Balancing competing demands to ensure objectives are met given the limited capacity, high volumes of work and tight deadlines.
- Engaging and influencing a diverse range of stakeholders to ensure service delivery meets business objectives while balancing the competing needs and expectations of customers and internal/external stakeholders in a complex environment.

## Key relationships

Who	Why
<b>Internal</b>	
Relevant Reporting Line Manager	<ul style="list-style-type: none"><li>• Provide regular updates on key projects, issues and priorities</li><li>• Contribute to strategic planning, policy development and decision making</li><li>• Escalate issues, keep informed and receive instructions.</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Participate and contribute to meetings and share information.</li><li>• Support the team, work collaboratively to contribute to achieving the team's outcomes.</li></ul>
<b>External</b>	
External Stakeholders/ Customers	<ul style="list-style-type: none"><li>• Address queries and/or redirect to relevant party for review and resolution.</li><li>• Contribute to a client-focused approach to service provision</li><li>• Provide advice to support decision-making and provide solutions to issues</li><li>• Optimise engagement to define mutual interests, manage expectations and achieve defined outcomes</li><li>• Establish networks to enable performance benchmarking and maintain currency in trends and developments</li><li>• Contribute to cross agency or whole of government projects/programs</li><li>• Actively manage the relationships with providers to ensure services and information is maintained in accordance with any agreements with a continued focus on improvements in accuracy and timeliness.</li></ul>

## Role dimensions

### Decision making

The role operates with some autonomy within the context of agreed priorities and makes decisions within the limits of delegated authority.

### Reporting line

The role reports to the relevant reporting line manager.

## Direct reports

Nil

## Budget/Expenditure

As per PSC financial delegations.

## Essential Requirements

- Experience with Windows 10 and ITIL Service Desk Operations

## 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	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li><li>• Seek feedback from colleagues and stakeholders</li><li>• Stay motivated when tasks become difficult</li></ul>	Intermediate
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"><li>• Focus on key points and speak in plain English</li><li>• Clearly explain and present ideas and arguments</li><li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li><li>• Promote the use of inclusive language and assist others to adjust where necessary</li><li>• Monitor own and others' non-verbal cues and adapt where necessary</li><li>• Write and prepare material that is well structured and easy to follow</li><li>• Communicate routine technical information clearly</li></ul>	Intermediate





	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Perform basic research and analysis to inform and support the achievement of project deliverables</li> </ul>	Intermediate

- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

## 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.

COMPLEMENTARY CAPABILITIES			
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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational