

# Role Description

## Service Desk Manager



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	ICT
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	1351
Role Number	TBC
PCAT Code	1356364
Date of Approval	August 2023
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides most of the general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

### Primary purpose of the role

Responsible for the delivery, across the enterprise, of quality customer focused support services to internal and external clients across multiple locations, services, platforms and technologies in line with agreed Service and Operational Level Agreements.

### Key accountabilities

- Deliver quality customer focused support services in line with agreed services and SLA's.
- Manage the enhancement of the core Agency Service Desk Platform (Manage Engine)
- Manage the consistent use of agreed tools and methods to address and resolve user identified issues and problems in line with service level agreements.

- Manage the currency and validity of reference materials to ensure team members are able to access and apply up-to-date solutions, services and processes.
- Report against performance metrics to highlight areas where modifications are required for enhancing team performance, customer outcomes and efficiency.
- Manage and develop a team of staff responsible for the delivery of service support services.

## Key challenges

- Source and secure appropriately skilled resources to meet current and future service needs and comply with agreed standards and procedures.
- Manage complex and competing demands with multiple stakeholders whilst meeting customer expectations.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<p>Escalate issues, keeping informed of impending Operational Activity that may affect task prioritisation.</p> <p>Provide expert advice, receive instructions, and adhere to provided directives.</p>
Work Team	<p>Collaborate, define requirements, inspire, guide, support and motivate team, provide direction and manage performance.</p> <p>Review the work and proposals of team members.</p> <p>Encourage team to work collaboratively to contribute to achieving the team's business activities.</p>
Corporate Service Teams	<p>Escalate issues to address current and potential problems.</p> <p>Escalate service requests for action.</p> <p>Work collaboratively to achieve quality customer service outcomes.</p>
Customers	<p>Resolve and provide solutions to problems and across enterprise service issues.</p> <p>Enhance efficiency and quality to end users</p>
<b>External</b>	
Suppliers	<p>Manage and enhance key Supplier Relationships</p> <p>Escalate issues to address current and potential problems</p>

## Role dimensions

### Decision making

The Service Desk Manager makes day to day decisions related to the sourcing, development and provision of support services to all customers across the enterprise in accordance with policies and procedures, monitors customer satisfaction with the services provided and seeks to work with their team and customers to improve these services where necessary. The Manager works with a high degree of autonomy in the day to day management of the team's operational priorities and project activities, including managing call escalations and the workload of the team.

### Reporting line

The role currently reports directly to the Director ICT, Chief Information Officer, Information and Communications Technology

### Direct reports

TBA

### Budget

Nil

## Essential requirements

- Relevant tertiary and/or professional qualifications in ICT or related discipline or
- Significant demonstrated experience in relevant field.
- A demonstrated understanding of a Service Desk Manager's ITIL responsibilities.
- Thorough knowledge of AIMS principles and processes, and/or willingness to obtain competence within 12 months.

*You may be required to participate in activities to support the agency out of business hours during training exercises, operational, cyber security, or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge, and capabilities. You may also be required to participate in an on-call roster.*

## 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](http://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](http://www.psc.nsw.gov.au/capabilityframework/ICT)

## Capability summary

### NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 <p>Personal Attributes</p>	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 <p>Relationships</p>	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Advanced</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 <p>Results</p>	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Adept
 <p>Business Enablers</p>	Finance	Intermediate
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 <p>People Management</p>	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 5 – USUP
	Solution Development & Implementation, Installation and Integration, Systems Installation / Decommissioning	Level 5 – HSIN
	Procurement and Management Support, Supply Management, Supplier Relationship Management	Level 5 - SURE

## 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
<b>Personal Attributes</b> <b>Display Resilience &amp; Courage</b>	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change.</li> <li>Give frank and honest feedback and advice.</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately.</li> <li>Raise and work through challenging issues and seek alternatives.</li> <li>Remain composed and calm under pressure and in challenging situations.</li> </ul>
<b>Relationships</b> <b>Communicate Effectively</b>	Advanced	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences.</li> <li>Clearly explain complex concepts and arguments to individuals and groups.</li> <li>Create opportunities for others to be heard, listen attentively, and encourage them to express their views.</li> <li>Share information across teams and units to enable informed decision making.</li> <li>Write fluently in plain English and in a range of styles and formats.</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>
<b>Relationships</b> <b>Commit to Customer Service</b>	Advanced	<ul style="list-style-type: none"> <li>Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience.</li> <li>Ensure systems are in place to capture customer service insights to improve services.</li> <li>Initiate and develop partnerships with customers to define and evaluate service performance outcomes.</li> </ul>

Group and Capability	Level	Behavioural Indicators
<b>Results</b> <b>Deliver Results</b>	Adept	<ul style="list-style-type: none"> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors.</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice.</li> <li>• Identify and incorporate the interests and needs of customers in business process design</li> <li>• and encourage new ideas and innovative approaches.</li> <li>• Ensure that the organisation’s systems, processes, policies and programs respond to customer needs.</li> <li>•</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Use own and others’ expertise to achieve outcomes and take responsibility for delivering intended outcomes.</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these.</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines.</li> <li>• Use business data to evaluate outcomes and inform continuous improvement.</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs.</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>
<b>Results</b> <b>Think and Solve Problems</b>	Advanced	<ul style="list-style-type: none"> <li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues.</li> <li>• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others.</li> <li>• Take account of the wider business context when considering options to resolve issues.</li> <li>• Explore a range of possibilities and creative alternatives to contribute to system, process, and business improvements.</li> <li>• Implement systems and processes that are underpinned by high-quality research and analysis.</li> <li>• Look for opportunities to design innovative solutions to meet user needs and service demands.</li> <li>• Evaluate the performance and effectiveness of services, policies, and programs against clear criteria</li> </ul>
<b>Business Enablers</b> <b>Technology</b>	Advanced	<ul style="list-style-type: none"> <li>• Champion the use of innovative technologies in the workplace</li> <li>• Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies.</li> <li>• Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes.</li> <li>Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols, and policies.</li> </ul>
<b>People Management Manage and Develop People</b>	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes.</li> <li>Adjust performance development processes to meet the diverse abilities and needs of individuals and teams.</li> <li>Develop work plans that consider capability, strengths and opportunities for development.</li> <li>Be aware of the influences of bias when managing team members.</li> <li>Seek feedback on own management capabilities and develop strategies to address any gaps.</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way.</li> <li>Monitor and report on team performance in line with established performance development frameworks.</li> </ul>

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

Category, Sub-category	Level and Code	Skill and Level Description
<b>Service Management, Service Operation, Service Desk and Incident Management</b>	Level 5 (USUP)	<ul style="list-style-type: none"> <li>Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the service desk and incident management.</li> <li>Schedules the work of service desk staff to meet agreed service levels.</li> </ul>
<b>Solution Development / Implementation, Installation and integration, Systems / Installation / Decommissioning</b>	Level 5 (HSIN)	<ul style="list-style-type: none"> <li>Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the service desk and incident management.</li> <li>Schedules the work of service desk staff to meet agreed service levels.</li> </ul>