Role Description
ICT Field Services Support Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Information Technology Directorate
Role number	
Classification/Grade/Band	CL 3/4
Senior executive work level standards	Not Applicable
ANZSCO Code	313199
PCAT Code	1226392
Date of Approval	March 2025
Agency Website	https://education.nsw.gov.au/

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Primary purpose of the role

The ICT Field Services Support Officer provides ICT support to facilitate the delivery of efficient, quality ICT services to NSW Public Schools and Departmental Offices.

Key accountabilities

- Provide and maintain ICT support services to enable delivery of efficient, quality ICT services to NSW Public Schools and Departmental Offices in accordance with policies, procedures, agreed standards and service levels.

- Provide on-site support to Schools and Departmental Offices on a scheduled basis for the diagnoses and resolution of incidents and the adoption of standard ICT Services in accordance with the Department's standards, policies and operating procedures.
- Provide support to assist senior technical staff in the transition, maintenance and improvement of the Department's standardised ICT Services.
- Assist during major service interruptions to support the resolution of associated issues.
- Escalate incidents, issues and requests to the ICT Field Services Support Coordinator to enable the delivery of remedial action and resolution
- Track correspondence, activities and issues, and coordinate, collate and publish routine information to meet operational requirements .

- Establish and maintain filing, registers and databases to ensure information in the records management systems is accurate, up to date, and easily accessible.
- Participate in the ongoing review processes and procedures to identify opportunities for enhancement in line with the Departments commitment to continuous improvement

Key challenges

- Delivering high quality services to a large customer base at sites spread across NSW using a diverse range of technologies.
- Working within a large mobile workforce while maintaining standardised support to NSW public schools and departmental offices.
  Travelling to various sites to engage with stakeholders with varying level of ICT skills, knowledge and experience.

Key relationships

Internal

Who	Why
ICT Field Services Support Coordinator	- Escalate issues, keep informed, advise and receive instructions. - Receive performance feedback.
Work team	- Work collaboratively and contribute to the achievement of business outcomes. - Build positive working relationships to facilitate liaison, consultation and engagement.
Peers	- Build effective working relationships and opens channels of communication to facilitate liaison, consultation and engagement between Field Services Teams.
Department Managers and Staff	- Liaise to understand customer needs and problems. - Provide timely and accurate advice to ensure effective resolution of end-user issues and problems.

External

Who	Why
Other agencies /professional networks	- Participate in learning opportunities, briefing sessions and workshops; maintain specialist/technical knowledge. - Develop and maintain positive working relationships to facilitate liaison, consultation and engagement.

Role dimensions

Decision making

Operates in a structured environment and makes decisions in accordance with established policies, procedures, and guidelines. Refers sensitive and complex matters to the ICT Field Services Support Coordinator to determine a suitable course of action

Reporting line

ICT Field Services Support Coordinator.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Demonstrated understanding of, and commitment to, the value of public education.
- Working with children check for paid employment.
- Current and valid Driver's Licence with good driving record.
- Willingness and ability to undertake short-term travel across but not limited to the assigned area of responsibility.

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.

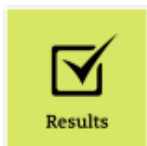| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Stay motivated when tasks become difficult	Intermediate
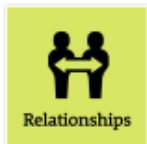
|			
Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate	
Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate	
Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate	

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	Foundational
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	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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

Occupation specific capability set			
Capability Set	**Category**	**Level and Code**	**Category, Sub-category and Skill**
SFIA Version 9 - 2024	**Customer Service Support**	**Level 2 – CSMG**	Managing and operating customer service or service desk functions. o Responds to common customer service requests, providing information to enable fulfilment or resolution. o Allocates unresolved calls, requests, or issues to appropriate functions. o Contributes to the maintenance of customer service knowledge bases and documentation. o Assists in monitoring customer satisfaction metrics.