

Role Description

Technical Support Officer – Service Desk



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Information Technology/Infrastructure
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Ongoing
Role Number	52006755, 52011574, 52014494, 52017643, 52017644
ANZSCO Code	313112
PCAT Code	1226092
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

The Technical Support Officer provides broad-ranging Tier 1 support to users of the IT Service Desk, troubleshooting and resolving issues of simple to moderate complexity across the organisations' ICT environment.

Key accountabilities

- Provide frontline support to users across multiple locations, platforms and technologies to minimise system downtime and loss of productivity in line with the ITIL framework
- Utilise appropriate tools and methods to address user support queries and return user's ICT systems and networks to optimum efficiency
- Manage 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
- Participate in on-call or other emergency support arrangements as required
- accountable for communication between IT and the business, including provision of progress updates for new and existing incidents and requests
- Accountable for Accurate recording of calls, incidents and service request information using FRNSW's service management tool (Marval MSM)

Key challenges

- Balance competing demands to ensure customer Service Level Agreements are met
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms and applications

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none">Guide, support, coach and mentor team membersParticipate in meetings to obtain work group perspective and share informationWork collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none">Provide advice and assist with solving issues

Role dimensions

Decision making

- Contributes to and promotes productive working relationships between FRNSW and other staff of the Directorate

Reporting line: IT Service Manager

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

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
 <p>Personal Attributes</p>	<p>Display Resilience and Courage</p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations 	Intermediate
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
 <p>Results</p>	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<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 • 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

FOCUS CAPABILITIES - Occupation specific capability set

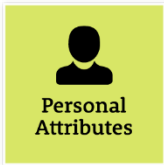
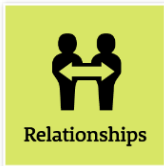


Capability group/sets	Capability name	Description	Level
	Service Management, Service Operation, Service desk and incident management	<ul style="list-style-type: none"> Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken. 	Level 3 – USUP

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
	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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
	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	Intermediate

COMPLEMENTARY CAPABILITIES - Occupation specific capability set

Capability group/sets	Capability name	Description	Level
 SFIA	Service Management, Service Operation, IT Operation		Level 2 – ITOP
	Service Management, Service Operation, Application support		Level 3 – ASUP

Refer to: NSW Public Service Commission –Occupation Specific Capability Set for behavioural indicators per level: <https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets>