Role Description
ICT Field Support Officer

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Information & Communications technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	262113
Role Number	Various
PCAT Code	1536092
Date of Approval	May 2023
Agency Website	www.ses.nsw.gov.au

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 the majority of 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

The ICT Field Support Officer delivers and support high quality ICT services to customers located in Zone and Unit locations through incident diagnosis and resolution of complex issues, together with deployment of the NSW SES' standardised infrastructure, hardware and systems. The role contributes to a high performing team and acts to ensure excellent customer service and continuous service improvement.

Key accountabilities

- Diagnose and resolve ICT incidents and issues via remote-support tools, telephone and on-site support.
- Provide and maintain ICT support services in accordance with the NSW SES' standards, policies and operating procedures and agreed service levels.

- Participate in the deployment, maintenance and improvement of the NSW SES' standardized ICT systems.
- Provide operational technical advice to NSW SES Zones and Units in accordance with the NSW SES' standardised ICT technologies, policies and operating procedures.
- Contribute to the improvement of ICT services to NSW SES Zones and Units through the escalation of relevant incidents, requests and problems.
- Provide advice about the NSW SES' standard ICT technologies and services to assist their decisions about effective use of available equipment.
- Maintain accurate records in accordance with business protocols.

Key challenges

- Delivering excellent levels of services for a large customer base at sites spread across NSW using a range of technologies; liaising with stakeholders that have varying ICT skills and maturity
- Working within a large mobile workforce while maintaining standardised support to NSW SES sites
- Travelling to various office sites to engage with stakeholders

Key relationships

Who	Why
Internal	
Coordinator Field Services	• Escalate issues, keep informed, advise and receive instructions • Receive feedback regarding performance and respond appropriately; demonstrate adaptability
Work team	• Share information, work collaboratively and contribute to the achievement of business outcomes • Build positive working relationships to facilitate liaison, consultation and engagement
Managers, staff and volunteers	• Liaise to understand customer needs and problems • Provide timely and accurate advice to ensure effective resolution of end-user issues and problems
External	
Other agencies / communities of practice / 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

The ICT Field Support Officer works within a broad framework of NSW SES policies, procedures, operational guidelines; undertakes planning in consultation with the role supervisor. The role exercises independence own day-to-day work priorities and personal work routine; thinks laterally to solve work problems and challenges. The role is not closely supervised; identifies problems in processes and practices and brings them to the attention of the role supervisor with suggestion for resolutions.

I work FOR NSW

The ICT Field Support Officer consults the role supervisor on major systems/procedural change, complex or extraordinary applications/enquiries, and/or to manage conflicting work priorities, duties and deadlines.

Reporting line

The ICT Field Support Officer reports to the Coordinator Field Services.

Direct Reports

Nil

Key knowledge and experience

- ITIL Foundation knowledge or equivalent experience.
- Relevant tertiary qualifications in ICT or equivalent experience.

Essential Requirements

- Relevant tertiary qualification(s) in ICT or equivalent relevant industry knowledge and experience.
- Demonstrated experience, knowledge of, and experience in information and communication technologies.
- Valid Driver's Licence and/or the ability to travel to SES unit locations
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.

This role will perform the duties of On Call Technical Officer as required on a rostered basis, outside of standard business hours.

You may be required to participate in activities to support the agency during operational 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

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	Foundational
	Communicate Effectively	Intermediate
	Commit to Customer Service	**Adept**

	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
	System Installation and Removal	Level 3
	Release and deployment	Level 4

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**	**Behavioral Indicators**
Personal Attributes Manage Self	Intermediate	• 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
Relationships Commit to Customer Service	Adept	• 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
Results Think and Solve Problems	Intermediate	• 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
Business Enablers Technology	Adept	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements

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

Category Sub-Category	Level and Code	Level Descriptions
System Installation and Removal Installing and testing, or decommissioning and removing, systems or system components.	**HSIN Level 3**	• Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client. • Uses standard procedures and diagnostic tools to test installations, correct problems, and document results. • Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation. • Contributes to the development of installation procedures and standards.
Release and deployment Applying the processes, systems and functions required to make new and changed services and features available for use.	**RELM Level 4**	• Assesses and analyses release components for input to release scheduling. • Maintains and administers tools and methods for software delivery, deployment and configuration. • Maintains release processes and procedures.