

## IT SUPPORT OFFICER

BRANCH/UNIT	Institute of Applied Technology		
TEAM	Shared Support		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 5		
POSITION NO.	TBA		
ANZSCO CODE	313112	PCAT CODE	1226068
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online, and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students, and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion, and reputation to meet the rapidly changing VET landscape. TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening opportunities through learning.

### 2. POSITION PURPOSE

The IT Support Officer is responsible for utilising prior knowledge and experience to deliver a combination of virtual and/or on-site assistance and support to staff, students, and key stakeholders. The position will listen to, diagnose, and resolve a range of intermediate to complex client requests.

### 3. KEY ACCOUNTABILITIES

1. Deliver high levels of IT support and services, on a flexible basis as assigned to listen to, diagnose and resolve recurrent client requests.
2. Respond to common requests for service by providing information to enable fulfilment.
3. Promptly allocate unresolved calls/ onsite issues to deliver customer services that are responsive and timely.
4. Update all reports / trackers and initiate follow-up action to ensure a professional level of user support and quality customer service is maintained and escalate complex incidents (as required) to solve problems within agreed service levels and standards.
5. Provide knowledgeable technical advice and support to staff using available resources to trouble-shoot system issues and support the efficient use of hardware and software.
6. Maintain records, inform, and update users about processes and advise customer of actions taken to deliver high levels of customer support and service.
7. Provide knowledgeable advice on the implementation of security standards and procedures for all hardware and software to protect from unauthorised system access, virus infection, vandalism, and unauthorised access to TAFE NSW educational and business software.
8. Maintain current knowledge of changing Systems Group standards and technology to ensure services are compliant.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy, and inclusive work environment.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Responding to regular and recurrent (and where required complex) IT support requests to ensure timely and appropriate interventions.
- Receiving requests from a broad range of clients, listen and respond effectively to their individual needs.
- Demonstrating high levels of telephone customer service and understanding of site support processes to ensure that responsive support for the customer drives business operations.
- Supporting clients who may not be conversant with IT jargon to clearly identify and respond to requests.
- Collaborating closely with users and members of the Systems Group to quickly identify and resolve complex incidents and problems.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
IT Service & Support Specialist	<ul style="list-style-type: none"> <li>• Receive leadership, direction, and support.</li> <li>• Identify and alert when timeframes may be in jeopardy.</li> <li>• Regularly report on issues arising impacting on services delivery.</li> </ul>

Work Team	<ul style="list-style-type: none"> <li>Support team and work collaboratively to contribute to achieving the team's business outcomes.</li> <li>Provide collegiate support to service desk and field support team members.</li> <li>Participate in meetings to represent work group perspective and share information.</li> <li>Contribute to discussions and decisions regarding implementation of innovation and best practice.</li> </ul>
Clients	<ul style="list-style-type: none"> <li>Receive a range of IT requests for support and assistance and develop and deliver robust and durable resolutions.</li> </ul>
<b>External</b>	
Vendors / stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain business-based relationships.</li> <li>Resolve issues and provide durable solutions.</li> <li>Provide information regarding rules and standards.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** IT Service & Support Specialist

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions, using good judgment, expertise, and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

- Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge, and experience.
- Ability to address and meet focus capabilities as stated in the Position Description.





## 8. CAPABILITIES

### NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan And Prioritise	Foundational
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### FOCUS CAPABILITIES

The focus capabilities for the IT Support Officer 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 position's key accountabilities.

### NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change.</li> <li>Offer own opinion and raise challenging issues.</li> <li>Listen when ideas are challenged and respond appropriately.</li> <li>Work through challenges.</li> <li>Remain calm and focused in challenging situations.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience.</li> <li>Support a customer-focused culture in the organisation.</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers.</li> <li>Identify and respond quickly to customer needs.</li> <li>Consider customer service requirements and develop solutions to meet needs.</li> <li>Resolve complex customer issues and needs.</li> <li>Cooperate across work areas to improve outcomes for customers.</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <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 need.</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>Take responsibility for own actions.</li> <li>Be aware of delegations and act within authority levels.</li> <li>Be aware of team goals and their impact on work tasks.</li> <li>Follow safe work practices and take reasonable care of own and others' health and safety.</li> <li>Escalate issues when these are identified.</li> <li>Follow government and organisational record-keeping requirements.</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<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>