

# Role Description

## Senior Technical Specialist



Customer  
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division / Branch / Unit	Digital.NSW / Government Technology Platforms
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	263112
PCAT Code	1226468
Date of Approval	August 2020

### Primary purpose of the role

Manage and support customer operational requirements located within the NSW Government data centres including installation and decommissioning of ICT equipment in accordance with agreed standards.

### Key accountabilities

- Support the service delivery management function including, but not limited to, onboarding, representing customer, and providing technical and strategic advice to customers throughout their lifecycle, ensuring service delivery outcomes are met
- Provide expert advice to increase the value realised from the assets, investments and capabilities within the business unit
- Perform operational equipment monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain performance to meet user demand
- Reduce operational risk and improve availability of services by ensuring connectivity access, monitoring, control, evaluation and documentation practices are maintained and adhered to agreed standards
- Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Manage incidents to assist with service restoration activities and the review of infrastructure change requests
- Report and manage operational risks and identify emerging issues and opportunities to continuously evolve and improve service delivery.

### Key challenges

- Achieving business objectives that meet customer expectation while balancing competing demands of diverse stakeholder groups
- Identifying technology solutions and platforms that improve the efficiency and effectiveness of the overall service offering for customers and drive improved value while working within an environment where technologies are subject to rapid evolution and change
- Ensuring required controls are adhered without compromising responsiveness and availability

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, and receive instructions</li> <li>• Provide advice and recommendations on operational issues to ensure high quality reliable service delivery to customers</li> <li>• Provide regular updates on key projects, issues and priorities</li> <li>• Identify risk and contentious issues</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Create, lead and maintain a constructive workplace culture</li> <li>• Obtain the work group perspective and share information</li> <li>• Provide advice and recommendations on operational issues to ensure high quality reliable service delivery to customers</li> <li>• Coach, mentor, develop, provide direction and manage performance</li> </ul>
Clients / Customers	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Provide advice and guidance</li> <li>• Provide advice and direction in the development and delivery of service, policies and programs.</li> <li>• Maintain strong business knowledge and relationships to better inform service delivery improvements</li> </ul>
<b>External</b>	
Customers/ Stakeholders	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues</li> <li>• Provide a client-focused approach to service delivery</li> <li>• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> </ul>
Vendors/Service Providers	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Provide advice and guidance</li> <li>• Identifies and maintains relationships with subject matter experts to remain current with subject area best practices and principles</li> <li>• Partner with relevant organisations</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

## Reporting Line

Manager

## Direct reports

This role has no direct reports

## Budget/Expenditure

As per the Customer Service Delegations

## Key Knowledge and Experience

- Experience in data centre management including installations and decommissioning of equipment, and cabling technologies and techniques.

## Essential requirements

- Satisfactory criminal records check.
- Current NSW drivers' licence

## 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
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li><li>• Act professionally and support a culture of integrity</li><li>• Identify and explain ethical issues and set an example for others to follow</li><li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li></ul>	Adept

		<ul style="list-style-type: none"> <li>Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Take responsibility for delivering high-quality customer-focused services</li> <li>Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>Research and analyse information to make recommendations based on relevant evidence</li> <li>Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept



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**Delivery and Operation, Service Design, Service Level Management**

The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets

- Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information
- Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

**Level 4 - SLMO**

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**Relationships and Engagement, Stakeholder Management, Supplier Relationship**

The alignment of an organisation's supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality. The establishment of working relationships based on collaboration, trust, and open communication in order to encourage co-innovation and service improvement with suppliers. The proactive engagement of suppliers for mutual benefit to resolve operational incidents, problems, poor performance and other sources of conflict. The use of clear escalation paths for discussing and resolving issues. The management of performance and risks across multiple suppliers (internal and external) **using a set of agreed metric**

- Collects supplier performance data and investigates problem
- Monitors and reports on supplier performance, customer satisfaction, and market intelligence
- Validates that suppliers' performance is in accordance with contract term
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management related service improvement initiatives and programmes.

**Level 4 – SUPP**

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**Development and Implementation - Installation and Integration Systems Installation/Decommissioning**

The installation, testing, implementation or decommissioning and removal of cabling, wiring, equipment, hardware and associated software, following plans and instructions and in accordance with agreed standards. The testing of hardware and software components, resolution of malfunctions, and recording of results. The reporting of details of hardware and software installed so that configuration management records can be updated

- Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work.
- Develops and implements quality plans and method statements
- Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.

**Level 5 - HSIN**

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<b>Delivery and Operation - Service Operation Incident Management</b> The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration.	<ul style="list-style-type: none"> <li>• Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution</li> <li>• Facilitates recovery, following resolution of incidents</li> <li>• Ensures that resolved incidents are properly documented and closed</li> <li>• Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement</li> <li>• Analyses metrics and reports on performance of incident management process.</li> </ul>	<b>Level 5 - USUP</b>
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## 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 <b>Business Enablers</b>	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate