Role Description
ICT Customer Support Officer

Cluster/Agency	Department of Premier & Cabinet
Department/Agency	Sydney Living Museums
Division/Branch/Unit	Corporate & Commercial Services Division/Corporate IT Team
Location	The Mint, Sydney's CBD & Western Sydney Records Centre, Kingswood
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	313112
Role Number	CC070
PCAT Code	1226263
Date of Approval	12 November 2020
Agency Website	www.sydneylivingmuseums.com.au

Agency overview

Sydney Living Museums (SLM) and The State Archives and Records Authority of NSW (SARA) came under the direction of a single Executive Director on 1 July 2019. Whilst maintaining two separate legal entities, services are provided under a shared model.

SLM is a leading government agency in Australia with responsibility for conserving, managing, interpreting and activating places and sites of local, national and international significance. Established in 1980, our collection includes the UNESCO World Heritage listed Hyde Park Barracks, The Mint, Australia's oldest surviving government building through to the twentieth century Rose Seidler House, which marks the arrival of the modernist movement to Australia. The collection is unlike other museums in that the significance of each is in the whole, and not just in the parts. The awareness of place frames each narrative.

Our audiences are local, regional, national and international. Sydney Living Museums is a state cultural institution, reporting to the Minister for the Arts.

SARA is responsible for developing, preserving and promoting access to the State Archives Collection that pre-dates the European settlement of Australia in 1788. SARA has three primary business functions:

SARA is the custodian and advocate for the State Archives Collection, which is one of the most complete and important collections documenting colonisation in the world. This vast cultural collection of more than 13 million items, valued at $1 billion and which grows each year, details the development of this place and the wielding of colonial power, with multiple series of documents now included as inscriptions on the UNESCO Memory of the World Register.

The Recordkeeping Standards and Advice function assists public offices to meet their recordkeeping obligations under the *State Records Act 1998*, as a vital part of preserving the memory of government for current and future generations.

Commercial Operations, through the Government Records Repository, has substantial capability to provide commercial storage, records management, digitisation and consultancy services and generates the majority of SARA's operating revenue.

Primary purpose of the role

Provide first level assistance, advice and manage work requests to ensure efficient and effective operation of information and communications technology across SARA and SLM.

Key accountabilities

- Provide customer support and identify opportunities to deliver a high level of customer experience and satisfaction on ICT software, hardware and network and cloud based related services.
- Administer relevant databases, support applications and identify opportunities for improving and streamlining systems to ensure their utility is continually improved to meet changing business needs and system integrity of SARA and SLM's ICT requirements.
- Log and assess all queries received, allocate priority and escalate the issues to appropriate staff members where necessary, to assist in managing resolution and turnaround.
- Obtain quotes and raise orders on the purchase of software and hardware and where necessary, arrange repair of equipment to provide the required resources and keep hardware and software in optimal operating condition.
- Identify opportunities and plan for new features to improve the customer experience of key ICT products and services by analysing trends in support requests, analytics and technology trends.
- Identify and predict customer information needs to create documentation and develop user guides for internal and external audiences.
- Monitor analytics, usage data and patterns to make recommendations on technology and feature support across SARA and SLM ICT products and services.
- Undertake quality assurance testing across systems, platforms and devices and to ensure compliance with appropriate accessibility guidelines.

Key challenges

- Keeping up to date with developments in the information technology field as well as maintaining an understanding of SARA and SLM's operations to address the constantly changing technologies in order to provide the highest quality service to users.
- Maintaining appropriate documentation and monitoring, following up and reporting on queries and problems, to allow prompt resolution of recurrent problems and enable assessment and evaluation of services as well as identify recurring system issues and problems.
- Translating complex requests or requirements into accessible language and being able to help teams use technology to improve workflows and processes.

Key relationships

Who	Why
Internal	
Head of Information & Communications Technology	• Provide advice and recommendations on ICT projects and services. • Escalate support inquiries appropriately and report on patterns of inquiries and usage. • Receives direction on organisational priorities and functions. • Given direction for the ongoing maintenance of SARA and SLM products and services.
Corporate IT Team	• Work with to gain and provide advice and support for daily activities. • Communicate with/keep updated on planning and deliver of projects.
Digital Team	• Assist management and support of display equipment across all properties. • Collaborate on product maintenance and the development of new

Who	Why
	products and services.
Staff and volunteers across the agency	• Identify and communicate any need for training and skills enhancement and discuss viable options with relevant managers/staff members.
	• Provide technical support and assist in training staff and volunteers in the use of SARA and SLM software products, services and content management systems, including creating user guides.
	• Work together on implementation and transitioning projects to business as usual.
	• Be professional, courteous and empathetic when dealing with inquiries, supporting requests and managing frustrations.
	• Collaborating within cross-disciplinary teams to maintain SARA and SLM ICT products and services with limited resources.

External	
External contractors, suppliers and consultants	• Build and manage relationships and networks to ensure effective contract management, maximise value for SARA and SLM and achievement of organisation objectives.
	• Manage the development of bug fixes by troubleshooting issues as they arise, working with system vendors to report technical issues and follow through to resolution and plan new features.
	• Correspond with external contractors, suppliers and consultants to facilitate the completion of deliverables.
	• Seek quotes and other procurement matters.
	• Collaborate with external vendors to maintain SARA and SLM ICT products and services with limited resources.

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
‖‖‖‖ SFIA™	**Delivery & operation, Service operation, IT infrastructure**	**Level 4 - ITOP**
	Delivery & operation, Service operation, Application Support	**Level 4 - ASUP**
	Delivery & operation, Service operation, Incident management	**Level 4 - USUP**
	Relationships & engagement, Stakeholder management, Customer service support	Level 3 – CSMG

Role dimensions

Decision making

This role:

- This role operates with some autonomy, determining day-to-day priorities and project timelines.
- Escalates issues which cannot be resolved independently and makes considered recommendations for system improvements or changes to the Head of Information & Communications Technology.
- Takes active ownership of own work.
- Maintains efficient lines of communication.

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- Works as part of a team to assess, prioritise and monitor progress of projects to ensure they are reached within budget and schedule.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.
- Prioritises workload and balancing competing demands and high volumes of work while continuing to deliver quality outcomes.

Reporting line

This role reports to the Head of Information & Communications Technology.

Budget/Expenditure

Recurrent budget expenditure.

Essential requirements

- Relevant tertiary qualification or a minimum 5 years appropriate industry experience.
- Experience supporting Apple systems in a Microsoft environment.
- Possession of a valid NSW drivers' licence.
- Ability to work outside of business hours as required.
- Ability to travel to provide field support as required.

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**	**Intermediate**
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation

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

Category and Sub-Category and Skill	Level and Code	Level Descriptions

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category and Skill	**Level and Code**	**Level Descriptions**
Delivery & operation, Service operation, IT Infrastructure	Level 4 - ITOP	Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. Implements agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.
Delivery & operation, Service operation, Application Support	Level 4 - ASUP	Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.
Delivery & operation, Service operation, Incident management	Level 4 - USUP	Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
Relationships & engagement, Stakeholder management, Customer service support	Level 3 – CSMG	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.