

SERVICE DESK OFFICER

BRANCH/UNIT	Systems Group		
TEAM	Technology Management & Support/ Service Operations		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 5		
POSITION NO.	TBA		
ANZSCO CODE	313112	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

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 up opportunities through learning.

2. POSITION PURPOSE

The Service Desk Officer is responsible for utilising prior service desk knowledge and experience to deliver a combination of virtual, on site and/ or field support assistance and support to geographically dispersed staff, students and key stakeholders. The position will deliver a tiered response for System Groups field support and service desk in order to listen to, diagnose and resolve a range of intermittent to complex client requests.

3. KEY ACCOUNTABILITIES

1. Deliver a tiered response service for System Groups field support or service desk on a flexible basis as assigned in order to listen to, diagnose and resolve recurrent client requests.
2. Deliver high levels of customer support and services in order to accurately diagnose issues and provide targeted and successful resolutions.
3. Respond to common requests for service by providing information to enable fulfilment.
4. Promptly allocate unresolved calls/ on site issues in order to deliver customer services that are responsive and timely.
5. 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.
6. 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.
7. Collaborate with geographically dispersed teams and provide support across TAFE NSW locations and services which may require a flexible and adaptable approach to working hours and working arrangements.
8. Maintain records, inform and update users about the processes and advise customer of actions taken to deliver high levels of customer support and service.
9. 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.
10. Maintain current knowledge of changing System Groups standards and technology to ensure services are compliant.
11. 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.
12. Place the customer at the centre of all decision making.
13. 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) System Groups support requests in order to ensure timely and appropriate interventions.
- Receiving requests from a broad range of clients and listening and responding 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 System Groups jargon in order to clearly identify and respond to requests.
- Collaborating closely with users and other members of the System Groups Service Delivery team to quickly identify and resolve incidents and problems.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Service Desk & Field Support Lead	<ul style="list-style-type: none"> Receive leadership, direction and support. Identify and alert when timeframes may be in jeopardy. Regularly report on issues arising impacting on services delivery.
Service Delivery colleagues	<ul style="list-style-type: none"> Support team and work collaboratively to contribute to achieving the team's business outcomes. Provide collegiate support to service desk and field support team members. Participate in meetings to represent work group perspective and share information. Contribute in discussions and decisions regarding implementation of innovation and best practice.
Clients	<ul style="list-style-type: none"> Receive a range of System Groups requests for support and assistance, and develop and deliver robust and durable resolutions.
External	
Vendors / stakeholders	<ul style="list-style-type: none"> Develop and maintain business based relationships. Resolve issues and provide durable solutions. Provide information regarding rules and standards.

6. POSITION DIMENSIONS

Reporting Line: Service Desk & Field Support Lead

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

1. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
2. 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	Display Resilience & Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Relationships and Engagement, Stakeholder Management, Customer Service Support	Level 3 – CSMG
	Delivery and Operation, Service Operation, Network Support	Level 3 - NTAS
	Delivery and Operation, Service Operation, Incident Management	Level 3- USUP
	Delivery and Operation, Service Operation, Problem Management	Level 3 - PBMG
	Delivery and Operation, Service Operation, Security Administration	Level 2 - SCAD

FOCUS CAPABILITIES

The focus capabilities for the Service Desk 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
Personal Attributes Display Resilience and Courage	Intermediate	<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 in a reasonable way. Work through challenges. Stay calm and focused in the face of challenging situations.
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation. Demonstrate a thorough knowledge of the services provided and relay to customers. Identify and respond quickly to customer needs. Consider customer service requirements and develop solutions to meet needs. Resolve complex customer issues and needs. Co-operate across work areas to improve outcomes for customers.
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> Work as a supportive and co-operative team member, share information and acknowledge others' efforts. Respond to others who need clarification or guidance on the job. Step in to help others when workloads are high. Keep team and supervisor informed of work tasks.
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards. Take the initiative to progress and deliver own and team/unit work. Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals. Seek and apply specialist advice when required.
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks. Apply practical skills in the use of relevant technology. Make effective use of records, information and knowledge management functions and systems. Understand and comply with information and communications security and acceptable use policies. Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	Level and Code	Level Descriptions
Relationships and 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.
Delivery and Operation, Service Operation, Network Support	Level 3 - NTAS	Identifies and resolves network problems following agreed procedures. Uses network management software and tools to collect agreed performance statistics. Carries out agreed network maintenance tasks.
Delivery and Operation, Service Operation, Incident Management	Level 3 - USUP	Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.