

Role Description

Service Desk Analyst

Cluster	The Department of Premier and Cabinet
Division/Branch/Unit	Information & Communications Technology (ICT)
Location	Art Gallery Road
Classification/Grade/Band	Grade 3-4
Kind of Employment	Temporary – 12 Months
ANZSCO Code	313112
Role Number	
PCAT Code	1326092
Date of Approval	October 2019
Agency Website	http://www.artgallery.nsw.gov.au/

Overview

The Art Gallery of New South Wales (the Gallery) is a statutory body established under the Art Gallery of New South Wales Act 1980 and is an executive agency under the Department of Premier and Cabinet. The Gallery is in The Domain adjacent to the Royal Botanical Gardens and the Central Business District on the lands of the Gadigal peoples of the Eora nation, and attracts around 1.4 million visitors annually.

The Gallery holds significant collections of Aboriginal & Torres Strait Islander, Australian and International art and presents a dynamic program of temporary exhibitions involving significant loans from national and international collections. The Gallery also manages the Brett Whiteley Studio in Surry Hills. The Gallery employs 350 people on an annual basis and has a current effective full-time equivalent of around 215 staff. As the state's leading institution for the visual arts, the Gallery plays a vital role in the cultural and intellectual life of both Sydney and Australia.

The Gallery is currently undergoing planning for its expansion. The Gallery's expansion, known as the 'Sydney Modern Project' or 'SMP', involves the construction of a new building to the north of the existing Gallery building as well as some modifications to the existing building.

Primary purpose of the role

Provide first level support and handling ICT incidents and Service Requests, using the incident management and request fulfillment processes, in line with Service Desk objectives.

Key accountabilities

- Provide ICT support to users and solve non-complex problems to minimise system down-time and loss of productivity
- Respond to enquiries from various sources in a responsive, customer focused manner and ensure that accurate, targeted and timely information supplied effectively resolves the customer issue or fulfils the customer request
- Support set-up activities for computers, printers, multifunction devices, tablets, smartphones and other ICT systems
- Use appropriate tools and methods to address user support queries and return users' ICT equipment and systems to optimum efficiency
- Participate and contribute to the development and ongoing maintenance of the ICT support documentation

Key challenges

- Balance competing demands to support customer
- Encourage customers and internal stakeholders to follow procedures and processes when logging incidents and requesting changes
- Identifying and interpreting appropriate sources of information across diverse and dynamic hardware, technologies and applications to provide the best outcome for customers.
- Maintaining flexibility to satisfy changing priorities and needs of service delivery and business improvement.
- Support mission critical services essential to the delivery of high quality ICT services.

Role dimensions

Decision making

- The role has some autonomy to make technical decisions on a daily basis relating to how best to resolve issues or fulfil requests.

Reporting line

Reports to Head of ICT

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements:

1. Experience in a service/help desk role supporting ICT hardware, software, networks and peripherals in an enterprise environment
2. Experience in the installation and maintenance of Microsoft Windows operating systems, Active Directory and various Microsoft Office software products.
3. Ability to multi-task and prioritise
4. Commitment to customer service

Key relationships

Who	Why
Internal	
Head of ICT	Allocates work and provides guidance and assistance
ICT colleagues	Share information and collaborate on projects
All Gallery staff who are users of ICT	Communicate regarding problems, diagnose problems, provide feedback and advice.
External	
Suppliers and Sales Representatives	Liaise with and check orders

Who	Why
Contractors	Share information, provide advice and collaborate on projects
Technical Specialists	Share information, provide advice and collaborate on projects





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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	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
	Service Management, Service Operation, Service desk and incident management	Level 2 – USUP
	Service Management, Service Operation, IT Operations	Level 2 - ITOP
	Service Management, Service Operation, Application support	Level 2 – ASUP

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Solution Development and Implementation, Systems Development, Information Content Authoring	Level 2 - INCA

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 Manage Self	Intermediate	<ul style="list-style-type: none"> 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 Maintain own motivation when tasks become difficult
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
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
Service Management, Service Operation, Service desk and incident management	Level 2 – USUP	Receives and handles requests for support following agreed procedures. Responds to common requests for support by providing information to enable resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.
Service Management, Service Operation, IT Operations	Level 2 - ITOP	Carries out agreed operational procedures of a routine nature. Contributes to maintenance, installation and problem resolution.