

Role Description

Field Services Support Officer / ICT

Senior Support Officer



Education

Cluster	Education
Division/Branch/Unit	Information Technology Directorate
Location	Statewide
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Various
Role Number	199365, 199355, 199388, 199425, 199458, 199491, 199510, 199533, 199326, 199340, 199341, 199342, 199343, 199349, 199350, 199351, 199356, 199358, 199359, 199360, 199366, 199367, 199368, 199369, 199374, 199375, 199379, 199380, 199389, 199394, 199400, 199404, 199410, 199411, 199415, 199416, 199419, 199420, 199426, 199427, 199428, 199429, 199431, 199432, 199433, 199434, 199435, 199436, 199437, 199438, 199439, 199440, 199441, 199442, 199443, 199444, 199445, 199446, 199447, 199448, 199449, 199459, 199460, 199461, 199464, 199465, 199467, 199468, 199469, 199472, 199473, 199476, 199479, 199480, 199485, 199486, 199487, 199492, 199493, 199501, 199502, 199503, 199511, 199515, 199516, 199517, 199520, 199525, 199526, 199527, 199529, 199530, 199534, 199535, 199538, 199539, 199540, 199545, 199546, 199551, 199552, 208317, 208318, 208319, 209301, 215712
ANZSCO Code	313199/261312
PCAT Code	1226392
Date of Approval	May 2019
Agency website	www.dec.nsw.gov.au

Department of Education

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The Field Services Support Officer / ICT Senior Support Officer delivers and supports ICT services for NSW public schools and departmental offices, involving the diagnosis and resolution of incidents and deployment of the department's standardised infrastructure, hardware and systems. The role contributes to a high performing team and acts to ensure excellent customer service and continuous service improvement.

Key accountabilities

- Diagnose and resolve ICT incidents and issues via remote-support tools, telephone and on-site support
- Provide and maintain ICT support services in accordance with the Department's standards, policies and operating procedures and agreed service levels

- Participate in the deployment, maintenance and improvement of the Department's standardised ICT systems
- Provide operational technical advice to NSW public schools and departmental offices in accordance with the Department's standardised ICT technologies, policies and operating procedures.
- Contribute to the improvement of ICT services to NSW public schools and Departmental offices through the escalation of relevant incidents, requests and problems
- Provide advice to principals, managers and others about the Department's standard ICT technologies and services to assist their decisions about effective use of available equipment
- Maintain accurate records in accordance with Departmental protocols.

Key challenges

- Delivering excellent levels of services for a large customer base at sites spread across NSW using a diverse range of technologies; liaising with stakeholders that have varying ICT skills and maturity
- Working within a large mobile workforce while maintaining standardised support to NSW public schools and departmental offices
- Travelling to various sites to engage with stakeholders

Key relationships

Who	Why
Internal	
ICT Support Team Leader	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Receive feedback regarding performance and respond appropriately; demonstrate adaptability and flexibility
Work team	<ul style="list-style-type: none"> • Work collaboratively and contribute to the achievement of business outcomes • Build positive working relationships to facilitate liaison, consultation and engagement
Departmental managers and staff	<ul style="list-style-type: none"> • Liaise to understand customer needs and problems • Provide timely and accurate advice to ensure effective resolution of end-user issues and problems
External	
Other agencies /professional networks	<ul style="list-style-type: none"> • Participate in learning opportunities, briefing sessions and workshops; maintain specialist/technical knowledge • Develop and maintain positive working relationships to facilitate liaison, consultation and engagement

Role dimensions

Decision making

The Field Services Support Officer / ICT Senior Support Officer:

- Works within a broad framework of Departmental and Directorate policies, procedures, operational guidelines; undertakes planning in consultation with the role supervisor
- Exercises independence managing own day-to-day work priorities and personal work routine; thinks laterally to solve work problems and challenges
- Is not closely supervised; identifies problems in processes and practices and brings them to the attention of the role supervisor or other senior managers with suggestions for resolution
- Consults the role supervisor on major system / procedural change, complex or extraordinary applications / enquiries, and/or to manage conflicting work priorities, duties and deadlines.

Reporting line

The Field Services Support Officer / ICT Senior Support Officer reports to the ICT Support Team Leader.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualifications in ICT or equivalent experience.
- Current Drivers Licence with a good driving history record; willingness to travel 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

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	Foundational
	Act with Integrity	Intermediate
	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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Development and Implementation – Installation and Integration – Systems Installation / Decommissioning	Level 2 - HSIN
	Delivery and Operation – Service Operation – Release and Deployment	Level 3 - RELM
	Relationships and Engagement – Stakeholder Management – Customer Service Support	Level 3 - CSMG

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	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • 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 Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

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

Category, Sub-category	Level and Code	Skill and Level Description
Development and Implementation Installation and Integration	Level 2 HSIN	SYSTEMS INSTALLATION / DECOMMISSIONING (HSIN) – Installs or removes hardware and/or software, and associated connections, using supplied installation instructions and tools. Conducts tests and corrects malfunctions. Documents results in accordance with agreed procedures. Assists with the evaluation of change requests. Contributes, as required, to investigations of problems and faults concerning the installation of hardware and/or software and confirms the correct working of installations.
Delivery and Operation Service Operation	Level 3 RELM	RELEASE AND DEPLOYMENT (RELM) – Uses the tools and techniques for specific areas of release and deployment activities. Administers the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.