

Role Description

Technical Support Assistant



Customer
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division / Branch / Unit	Various
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	313112
PCAT Code	1226068
Date of Approval	February 2020

Primary purpose of the role

Provides assistance, information and support to users to solve reported issues, install software and tools, manage general administrative issues and prepare summary reports in accordance with service management policies and procedures.

Key accountabilities

- Provide timely support to users and solve non-complex problems to minimise system down-time and loss of productivity
- Complete simple / standard set-up activities for computers, printers, multifunction devices, audio-visual equipment and other technology systems in line with Service Level Agreements to ensure compliance with organisational standards
- Monitor the performance of systems and assist with the identification of potential issues and solutions to support informed decision making
- Contribute to the development of reference materials to assist the ICT support community and support effective and efficient service delivery through maintenance of documentation on system configurations and technical processes
- Identify opportunities for service improvements in application support activities to support a positive customer experience and optimal service delivery

Key challenges

- Balance competing demands to support customer Service Level Agreements to expected standards
- Encourage customers and internal stakeholders to follow procedures and processes when logging incidents and requesting changes while effectively managing expectations

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions ▪ Participate in meetings and discussions to share information and provide input and feedback
Work team	<ul style="list-style-type: none"> ▪ Participate in meetings to represent work group perspective and share information

Who	Why
	<ul style="list-style-type: none"> Support team, work collaboratively to contribute to achieving business outcomes
Clients/customers	<ul style="list-style-type: none"> Resolve and provide customer focused solutions to issues Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting Line

Team Leader or Business Unit Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Nil

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
 SFIA	Delivery & Operation – Service Operation Incident Management	Level 2 - USUP
	Delivery & Operation – Service Operation Application Support	Level 2 - ASUP
	Delivery & Operation – Service Operation IT Infrastructure	Level 2 - ITOP
	Development & Implementation – Systems Development	Level 1- INCA
	Information Content Authoring	

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	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals
Manage Self		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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
Delivery & Operation Service Operation	Level 2 – USUP	INCIDENT MANAGEMENT - Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
Delivery & Operation Service Operation	Level 2 - ASUP	APPLICATION SUPPORT - Assists in the investigation and resolution of issues relating to applications. Assists with specified maintenance procedures.