

Role Description

Technical Support Officer - Field

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Business Technology Services
Location	Various
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	313112
PCAT Code	1226392
NSWPF Role Number	
Date of Approval	11/09/2017
Agency Website	www.police.nsw.gov.au

Agency Overview

The NSW Police Force (NSWPF) vision is for a 'Safe and Secure New South Wales', which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF Statement of Values and Code of Conduct & Ethics outline appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Technical Support Officer provides broad-ranging Tier 1 support to users utilising a range of media (including the infrastructure environment and software) to troubleshoot and resolve issues of moderate complexity across the organisations' ICT environment.

Key accountabilities

- Utilise appropriate tools and methods to address user support queries and return user's ICT systems and networks to optimum efficiency.
- Manage set-up activities for ICT devices and systems and monitor their performance to limit or prevent loss of service to end users.

- Create and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages.
- Assist the Technical Support Administrator in the creation of technical support documentation with relevant technical input.
- Improve the customer experience through the gathering of field information through customer engagement.
- Provide technical assistance to projects or special research that advance the technical objectives of the NSWPF.

Key challenges

- Balance competing demands to ensure customer Service Level Agreements are met.
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms and applications.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none">▪ Guide, support, coach and mentor team members▪ Participate in meetings to obtain work group perspective and share information▪ Work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none">▪ Provide advice and assist with solving issues

Role Dimensions

Decision making

This role has autonomy to makes decisions around the priority of customer and appropriate communication responses, while assisting in working with other technical support staff, in liaison with the Technical Support Administrator and Manager.

Reporting Line

- Technical Support Administrator – CSO3

Direct Reports

- Nil

Budgets/ Expenditure

- Nil

Essential Requirements

- Obtain and maintain the requisite security clearances for this role.
- Tertiary qualifications in a relevant Information Technology discipline or demonstrated industry experience.
- Current Drivers Licence (6 months clear driving record).





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

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Service Management, Service Operation, Service desk and incident management	Level 3 – USUP
	Service Management, Service Operation, IT Operation	Level 2 – ITOP
	Service Management, Service Operation, Application support	Level 3 – ASUP

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	<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. Co-operate across work areas to improve outcomes for customers
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 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 3 – USUP	Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	11.09.2017

Unclassified
