

Role Description

Senior Technical Support Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Corporate Services/Chief Technology Office/Operations and Service Integration
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	263212
PCAT Code	1336392
Date of Approval	October 2020

Primary purpose of the role

Delivers high quality technical support and the service operations of change, problem, incident and availability management and coordinates service delivery activities of service providers to meet the needs of the business

Key accountabilities

- Maintains currency and recognised expert level knowledge in relevant technology platforms in order to support incident resolution and risk management
- Oversees the provision of specialist advice from multiple sources, including third party experts and service providers to ensure technical solutions align with business requirements and optimal service delivery
- Assesses, analyses, develops, documents and implements changes in order to minimise the risk of changes impacting the business
- Analyses service and component availability, reliability, maintainability and serviceability requirements and to ensure proposed solution/s meet service level requirements and are in line with best practice
- Ensures that incidents are handled according to agreed procedures, thereby reducing the impact of incident to the business
- Ensures that resolved incidents are properly documented to enable monitoring and analysis to inform and support continuous improvement of customer services

Key challenges

- Delivering multiple support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
- Delivering outcomes in an environment of heavy reliance on input and approval from multiple stakeholders
- Delivering quality services and negotiating workable timeframes, given competing demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues, keep informed, advise, receive guidance and instructions Participate in meetings and discussions to share information and provide input and feedback Identify sensitive issues, risk & opportunities and recommend potential solutions Provide regular updates on key projects and priorities
Portfolio Directors and Managers	<ul style="list-style-type: none"> Provide expert customer focused advice, assistance and support
Work team	<ul style="list-style-type: none"> Support team members and work collaboratively to contribute to achieving business outcomes Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice Represent work group perspective and share information Review work and proposals of team members
Customers/Stakeholder	<ul style="list-style-type: none"> Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution
External	
Customers/Stakeholder	<ul style="list-style-type: none"> Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues
Industry professionals/ Consultants	<ul style="list-style-type: none"> Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice Collaborate with and seek/maintain specialist knowledge/advice Participate in forums, groups to represent the agency and share information Participate in discussions regarding innovation and best practice
Other Government Agencies	<ul style="list-style-type: none"> Participate in meetings and represent the organisation's perspective Provide and share information, discuss and seek input on matters or issues
Industry and Industry Leaders	<ul style="list-style-type: none"> Develop and maintain effective working relationships

Who	Why
	<ul style="list-style-type: none"> Collaborate with and provide expert opinion to on policy and regulatory design matters Advocate agency position, influence and negotiate with

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

- Satisfactory criminal records check
- May be required to work out of hours

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.





The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes 	Advanced

- Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes
- Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies

Occupation specific capability set



Delivery and Operation, Service Transition, Change Management

The management of change to the service infrastructure including service assets, configuration items and associated documentation. Change management uses requests for change (RFC) for standard or emergency changes, and changes due to incidents or problems to provide effective control and reduction of risk to the availability, performance, security and compliance of the business services impacted by the change

- Assesses, analyses, develops, documents and implements changes based on requests for change.

Level 4 - CHMG

Delivery and Operation, Service Design, Availability Management

The definition, analysis, planning, measurement, maintenance and improvement of all aspects of the availability of services, including the availability of power. The overall control and management of service availability to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost-effective manner.

- Contributes to the availability management process and its operation and performs defined availability management tasks.
- Analyses service and component availability, reliability, maintainability and serviceability
- Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels.
- Implements arrangements for disaster recovery and documents recovery procedures.
- Conducts testing of recovery procedures.





Level 4 - AVMT

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupation specific capability set

 SFIA	Delivery and Operation, Service Transition, Service acceptance	The achievement of formal confirmation that service acceptance criteria have been met, and that the service provider is ready to operate the new service when it has been deployed. (Service acceptance criteria are used to ensure that a service meets the defined service requirements, including functionality, operational support, performance and quality requirements.	Level 5 - SEAC
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