

Role Description

Technology Team Leader



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Corporate Services/Business Services/Service Centre
Location	Orange
Classification/Grade/Band	Clerk Grade 7/8
Role Number	50048266
ANZSCO Code	313112
PCAT Code	1226092
Date of Approval	23 February 2016 (updated April 2020)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Department of Planning, Industry & Environment (DPI&E) was formed in 2019 and is the lead NSW Government agency for supporting NSW to grow effectively and sustainably. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is also a strong emphasis on regional NSW.

Primary purpose of the role

The role manages a technology service desk team including allocating resources, monitoring and reporting service delivery performance of the service desk to support the provision of timely high quality services to clients across the Department, and the efficient day to day operations of the service desk. The role contributes to the review and analysis of work activities and to the development and implementation of improvements to practices and processes to enhance service delivery.

Key accountabilities

- Manage the day to day operations of the service desk support team and ensure that tickets are prioritised and actioned appropriately. Team members work on site and remotely.
- Develop and implement appropriate measures to ensure the accuracy, timeliness and confidentiality of data recorded in the service management system.
- Coordinate operational changes required to continue to comply with various legislation and policy changes, and audit findings.
- Provide advice to management and recommend a suitable course of action to be taken for staff in regard to problems arising with technical and operational implications.
- Implement new and improved procedures in collaboration with the Senior Manager Service Centre to support and enhance service delivery levels, including the promotion of self service.

- Provide technical advice to managers to support improvements to overall operations and service provision of the Business Services Unit.

Key challenges

- Promoting a high level of customer service on a consistent basis with competing demands on resources
- Foreseeing and preparing the Technology Service Desk for the impact of initiatives happening across the cluster.

Key relationships

Who	Why
Internal	
Senior Manager Service Centre	<ul style="list-style-type: none"> • Discuss priorities and provide regular updates and recommendations on key issues and progress. • Provide reports and agree actions to improve performance. • Discuss changes and new initiatives and agree actions for the support of them.
Technology Senior Support, Service Centre	<ul style="list-style-type: none"> • Receive guidance from, discuss priorities and provide regular updates on key issues and progress. • Support and advise in regard to difficult customers and matters requiring escalation. • Provide reporting as required.
Regional Support Specialists / Analysts, Resource & Performance Analyst	<ul style="list-style-type: none"> • Receive guidance from, discuss priorities and provide regular updates on key issues and progress. • Support and advice in regard to difficult customers and matters requiring escalation.
Vendors, internal and external customers	<ul style="list-style-type: none"> • Coordinate vendor services • Respond to calls, enquiries and escalations

Role dimensions

Decision making

Makes decisions that ensure high customer service standards, smooth running operation, and an engaged team.

Reporting line

Senior Manager Service Centre

Direct reports

The role has 11 direct reports: 1 x Technology Senior Support and 9 x Service Centre Analysts

Budget/Expenditure

Nil

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<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
 <p>Results</p>	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	Intermediate
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve 	Intermediate

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






Category and Sub-category	Level and Code	Level Descriptions
Service Operation – Service Desk and Incident Management	USUP5	<ul style="list-style-type: none"> • Ensures that incidents are handled according to agreed procedures. • Investigates escalated incidents to responsible service owners and seeks resolution. • Facilitates recovery, following resolution of incidents. • Ensures that resolved incidents are properly documented and closed. • Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. • Analyses metrics and reports on performance of incident management process.
Customer Service Support	CSMG5	<ul style="list-style-type: none"> • Ensures that the inventory of components to be supported is complete and current • Drafts and maintains policy, standards and procedures for the service desk and incident management • Schedules the work of service desk staff to meet agreed service levels

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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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

Capability Set	Category and Sub-category	Level and Code
	Service Level Management	SLMO 4
	Advice & Guidance – Technical Specialism	TECH5