

# Role Description

## Technical Support Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corporate Services /Information and Digital Services/Various	
Location	Greater Sydney Area	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBC	
ANZSCO Code	313112	
PCAT Code	1226053	
Date of Approval	18 December 2019	Ref: IDS063
Agency Website	<a href="http://www.dcj.nsw.gov.au">www.dcj.nsw.gov.au</a>	

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

### Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. Works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

### Primary purpose of the role

Provide broad-ranging support to users utilising a range of media (including the infrastructure environment and software) to troubleshoot and resolve issues and service requests of moderate complexity across the organisation's ICT environment.

### Key accountabilities

- Deliver Tier 2 phone and/or in-person support to users in line with agreed organisational Service Level Agreements (SLAs).
- Maintain and support ongoing operations throughout DCJ by undertaking a range of ICT support tasks, including investigating problems, assisting with the implementation of agreed remedies and preventative measures, conducting tests, correcting malfunctions and documenting results in accordance with agreed procedures.
- Investigate minor security breaches in accordance with established procedures and record findings to improve overall ICT security.
- Ensure user access rights and privileges and operate logical access controls and security systems in accordance with agreed policy and standards.
- Install or remove hardware and/or software, using supplied installation instructions and tools, to meet business needs and with minimal disruption to operations. Ensure appropriate Asset and/or Configuration Item (CI) records are updated and maintained in agreed repository.

- 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.

### Key challenges

- Balancing competing demands to ensure customer SLAs are met.
- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, technologies, platforms and applications.

### Key relationships

Who	Why
<b>Internal</b>	
Line Manager	<ul style="list-style-type: none"> <li>• Report directly to Line manager</li> <li>• Seek direction, advice and support</li> <li>• Provide information and feedback.</li> </ul>
Team Members	<ul style="list-style-type: none"> <li>• Provide information and advice</li> <li>• Provide an effective and valuable two way liaison</li> </ul>
Other FACS Divisions	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
Corporate Services, ICT	<ul style="list-style-type: none"> <li>• Participate in projects, either as an assigned resource or in solution consultation</li> </ul>
Districts and Clusters	<ul style="list-style-type: none"> <li>• Liaise to ensure consistent engagement with service delivery planning and service providers</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
<b>External</b>	
Non-government Organisations	<ul style="list-style-type: none"> <li>• Engage with service providers</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Engage with service providers and client groups</li> </ul>

### Role dimensions

#### Decision making

The role:

- Works with some supervision to set priorities of own workload in alignment with management.
- With some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.

- Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the financial and/or administrative delegations for this role.

### Reporting line

See divisional structure and supplementary material.

### Direct reports

Nil.

### Budget/Expenditure

Nil.

## **Essential requirements**

- This role may require participation in an on-call and/or after hours work roster to ensure service continuity to clients or maintenance activities outside normal business hours.
- A valid driver's license may be required to travel to and from the Data Centre and on-site client support.

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

## **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	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond appropriately</li> <li>• Work through challenges</li> <li>• Remain calm and focused in challenging situations</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate

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 <http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

## Focus Occupation Specific Capabilities



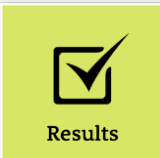
 SFIA	Capability name	Capability Set	Level
	Capability description		
	<b>Delivery &amp; Operation, Service Operation, Incident Management</b> The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress towards service restoration.	<ul style="list-style-type: none"> <li>• Following agreed procedures, identifies, registers and categorises incidents.</li> <li>• Gathers information to enable incident resolution and promptly allocates incidents as appropriate.</li> <li>• Maintains records and advises relevant persons of actions taken.</li> </ul>	Level 3 USUP

NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.


## 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 is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	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
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

## COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational

## Complementary Occupation Specific Capabilities

Capability name	Description	Level
		

Delivery & Operation, Service Operation, IT Infrastructure ( <i>role specific</i> )	The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.	Level 2 – ITOP
Delivery & Operation, Service Design, Service Level Management	The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.	Level 2 - SLMO
Delivery & Operation, Service Operation, Security Administration	The provision of operational security management and administrative services. Typically includes the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation.	Level 3 - SCAD



Delivery & Operation, Service Operations, Problem Management	The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.	Level 3 - PBMG
Delivery & 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.	Level 3 - CHMG
Delivery & Operation, Service Transition, Configuration Management	The planning, management, control and governance of organisational, project and service assets and artefacts. The identification, classification and specification of configuration items (CIs) and their inter-relationships. Identifying the configuration and version of source code, software, systems, documents and service dependent CIs at distinct points in time. Systematically controlling changes to the configuration and maintaining the integrity and traceability of the configuration throughout the project, system and/or service life cycle. Identifying and documenting the functional and physical characteristics of CIs, controlling changes to those characteristics, recording and reporting change processing and implementation status. Verifying and auditing CIs for data quality and compliance with specified internal and external requirements.	Level 2 – CFMG
Delivery & Operation, Service Operation, Network Support ( <i>role specific</i> )	The provision of network maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the network's functionality, correct operation or constraints, by devising work-arounds, correcting faults, or making general or site-specific modifications.	Level 3 – NTAS

Delivery & Operation, Service Operation, Application support ( <i>role specific</i> )	The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.	Level 3 – ASUP
Development and Implementation, Systems Development, Testing	The planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified (including security requirements) , and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested.	Level 2 – TEST