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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services /Information and Digital Services /Infrastructure Operations & End User Services |
| **Location** | TBA |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **Role Number** | TBA |
| **ANZSCO Code** | 261111 |
| **PCAT Code** | 1226192 |
| **Date of Approval** | 18 December 2019 | **Ref: IDS001** |
| **Agency Website** | www.dcj.nsw.gov.au |

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ 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 first level support to DCJ employees and other clients in addressing, resolving or redirecting enquiries relevant to the services delivered by the ICT Service Desk.

# Key accountabilities

* Provide accurate responses and advice to DCJ employees to ensure as many enquiries are resolved without the need for escalation
* Provide support to users and solve non-complex problems to minimise system down-time and loss of productivity
* Adhere to relevant policies, procedures and processes to ensure information and advice provided to clients is current and accurate
* Clarify client questions/complaints including the nature of the enquiry, problem or issue to ensure accurate advice is provided to the client and complex matters are escalated appropriately
* Identify gaps in the ICT Service Desk knowledge base and issues that may impact on service delivery to inform the design and implementation of service improvement initiatives
* Follow processes and schedules relevant to work rosters, timelines, task rotations and breaks to ensure continuity of service delivery
* Work effectively with team members towards mutual continued development and to establish a consistent, customer focused service delivery approach
* Work closely with a range of internal/external stakeholders and other subject matter experts to seek advice on complex matters and escalate issues where appropriate

# Key challenges

* Dealing with competing priorities on a day-to-day basis while ensuring all deadlines are met and quality customer service is maintained
* Encourage customers and internal stakeholders to follow procedures and processes when logging incidents and requesting changes

# Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager | * Report directly to manager
* Seek direction, advice and support
* Provide information and feedback
* Receives guidance in managing complex and/or sensitive matters relating to team and/or customers
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| Team Members | * Team Members
* Provide information and advice
* Provide an effective and valuable two way liaison
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| Other DCJ Divisions | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
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| DCJ Districts and Clusters | * Liaise to ensure consistent engagement with service delivery planning and service providers
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
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# Role dimensions

## Decision making

The role

* works under supervision to set priorities and approach to workload and outputs as allocated by management.
* 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, referring where 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

* Service Desk Analysts are required to work on a roster with a rotational shift start time through a standard hours working arrangement.
* 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.

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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge 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
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | 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>

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| --- |
| **Focus Occupation Specific Capabilities**  |
| SFIA logo | **Capability name**Capability description | **Capability Set** | **Level** |
| **Delivery and Operation, Service Operation, Incident management**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 appraised of progress towards service restoration. | * Following agreed procedures, identifies, registers and categorises incidents.
* Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
 | Level 2 –USUP |
| **Delivery and Operation, Service Operation, IT Infrastructure** | * Carries out agreed operational procedures of a routine nature.
* Contributes to maintenance, installation and problem resolution.
 | Level 2 - ITOP |



NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](https://www.sfia-online.org/en)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**  |
| Personal Attributes logo |  |  |  |
| 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 | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| 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 |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| 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 |