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| --- | --- |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **ANZSCO Code** | 313112 |
| **PCAT Code** | NA |
| **Date of Approval** | XXXX |

Primary purpose of the role

The Service Desk & Field Support Coordinator is responsible for providing a wide range of administrative services and coordination support to geographically dispersed teams undertaking service desk and field support activities. The position also assists with activities including resource planning, scheduling, prioritising and work allocations.

Key accountabilities

* Deliver a ‘tiered response service for ICT field support or service desk on a flexible basis as assigned in order to listen to, diagnose and resolve recurrent client requests.
* Deliver high levels of customer support and services in order to accurately diagnose issues and provide targeted and successful resolutions.
* Respond to common requests for service by providing information to enable fulfilment.
* Promptly allocate unresolved calls/ on site issues in order to deliver customer services that are responsive and timely.
* Update all reports / trackers and initiate follow-up action to ensure a professional level of user support and quality customer service is maintained, and escalate complex incidents (as required) to solve problems within agreed service levels and standards.
* Provide knowledgeable technical advice and support to staff using available resources to trouble-shoot system issues and support the efficient use of hardware and software.
* Collaborate with geographically dispersed teams and provide support across TAFE NSW locations and services.
* Maintain records, inform and update users about the processes and advise customer of actions taken to deliver high levels of customer support and service.
* Provide knowledgeable advice on the implementation of security standards and procedures for all hardware and software to protect from unauthorised system access, virus infection, vandalism and unauthorised access to TAFE NSW educational and business software.
* Maintain current knowledge of changing ICT standards and technology to ensure services are compliant.
* Reflect TAFE NSW’s values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
* Place the customer at the centre of all decision making.
* Work with the Line Manager to develop and review meaningful performance management and development plans.

Key challenges

* Responding to regular and recurrent (and where required complex) ICT support requests in order to ensure timely and appropriate interventions.
* Receiving requests from a broad range of clients and listening and responding effectively to their individual needs.
* Demonstrating high levels of telephone customer service and understanding of site support processes to ensure that responsive support for the customer drives business operations.
* Supporting clients who may not be conversant with ICT jargon in order to clearly identify and respond to requests.
* Collaborating closely with users and other members of the ICT Service Delivery team to quickly identify and resolve incidents and problems.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive leadership, direction and support. * Identify and alert when timeframes may be in jeopardy. * Regularly report on issues arising impacting on services delivery |
| Work Team | * Support team and work collaboratively to contribute to achieving the team’s business outcomes. * Provide collegiate support to service desk and field support team members. * Participate in meetings to represent work group perspective and share information. * Contribute in discussions and decisions regarding implementation of innovation and best practice. |
| Clients | * Receive a range of ICT requests for support and assistance and develop and deliver robust and durable resolutions. |
| **External** |  |
| Vendors / stakeholders | * Develop and maintain business-based relationships. * Resolve issues and provide durable solutions. * Provide information regarding rules and standards. |

# Role dimensions

## Decision making

* Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
* Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## Reporting line

x

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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.

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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/ict-professionals)

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 icon | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Adapt existing skills to new situations * Show commitment to achieving work goals * Show awareness of own strengths and areas for growth, and develop and apply new skills * Seek feedback from colleagues and stakeholders * Stay motivated when tasks become difficult | Intermediate |
| Relationships icon | **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 icon | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * 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 icon | **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 |

| **Occupation specific focus capability set** | | | |
| --- | --- | --- | --- |
| Capability Set / Skill | Category and Sub-Category | Level Descriptions | Level and Code |
| Customer service supportSkills Framework for the Information Age logo | Relationships and engagement  Stakeholder management | * Responds to common requests for service by providing information to enable fulfilment. * Promptly allocates unresolved calls as appropriate. * Maintains records, informs users about the process and advises relevant persons of actions taken. | Level 2  CSMG |
| Methods and tools  Skills Framework for the Information Age logo | Strategy and architecture  Technical strategy and planning | * Provides support on the use of existing method and tools. Configures methods and tools within a known context. * Creates and updates the documentation of methods and tools. | Level 3  METL |

# 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 icon | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships icon | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results icon | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| 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 icon | 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 planning, coordination and control methods | Foundational |

| Occupation specific complimentary capabilities | | | |
| --- | --- | --- | --- |
| **Capability Set / Skill** | **Category and Sub-category** | **Description** | **Level and Code** |
| Incident management  Skills Framework for the Information Age logo | Delivery and operation  Service operation | 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. | Level 2  USUP |
| Service level management  Skills Framework for the Information Age logo | Delivery and operation  Service design | 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 |