

Service Desk Officer

Department for Child Protection

Nurturing happy, healthy kids so they can grow up safe and reach their full potential.

CLASSIFICATION:	ASO3	DIRECTORATE:	ICT
REPORTS TO:	Service Desk Team Lead	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Service Desk Officer is accountable to the Service Desk Team Lead for enabling the provision of a high-quality Service Desk function across the department. The role promotes and supports the use of all approved application software, hardware, networks and security processes whilst providing a technical service point for users seeking to develop strategies to improve their efficient use of computer systems. The role is responsible for developing and maintaining a highly client orientated service delivery focus and working effectively within a team environment.

YOU WILL BE ADDING VALUE BY:

1. Providing an advanced help desk function for all DCP applications, midrange systems and all approved and installed software.
2. Provide an advanced help desk function for all approved computer and peripheral hardware and use a call logging system to prioritise problems and record resolutions to enhance team communications and expedite problem resolution.
3. Escalate problems to other sections of Information Management Services and external service providers in order to quickly provide solutions.
4. Provide support on Microsoft Outlook and manage system security by performing password resets, resolving any sign-on problems and requests.
5. Manage problems, difficulties and requests for change by consultation with end users and maintain and process all user and organisation profiles as required and ensure all security policies and practices are adhered to.
6. Contribute to user training by conducting informal training sessions to maintain the effective operation of all DCP applications.
7. Assist with the implementation of new DCP applications including systems testing and the preparation of user documentation and training schedules.
8. Undertake a range of common user administration and general administration duties as directed in an accurate and timely manner.
9. Develop a sound understanding of service desk processes, procedures and service level agreements and develop appropriate product, services and business knowledge through a proactive approach to learning about new products, systems and developments in the business.
10. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
11. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Service Desk Team Leader (direct line manager)
- Service Desk and wider ICT Directorate
- Customers, management and staff within DCP
- External vendors and suppliers
- Other government agency ICT units

QUALIFICATIONS

Essential: Nil

Desirable: Information Technology Infrastructure Library (ITIL)



YOUR CAPABILITIES:

- High level interpersonal skills and the ability to communicate effectively both verbally and in writing to a range of stakeholders to establish networks and meet deadlines whilst maintaining confidentiality of sensitive information.
- Ability to document procedures to improve response, installations, training and problem solving.
- Demonstrated ability interacting with computer systems and computer mainframes efficiency and ability to adapt to changes in technology and/or systems.
- Ability to exercise judgement and initiative to ensure management of records and ability to work under pressure, determine priorities, plan and organise work and maintain accuracy.
- Demonstrated knowledge in standard desktop environment applications.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Service Desk Team Lead.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Some intra/interstate travel (including in small aircraft) may be required.
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SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Service Desk Officer, Infrastructure & Support will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Apply

Autonomy	<ul style="list-style-type: none"> • Works under routine direction. • Uses limited discretion in resolving issues or enquiries. • Determines when to seek guidance in unexpected situations. • Plans own work within short time horizons.
Influence	<ul style="list-style-type: none"> • Interacts with and may influence immediate colleagues. • May have some external contact with customers, suppliers and partners. • Aware of need to collaborate with team and represent users/customer needs.
Complexity	<ul style="list-style-type: none"> • Performs a range of work activities in varied environments. • May contribute to routine issue resolution. • May apply creative thinking or suggest new ways to approach a task.
Business skills	<ul style="list-style-type: none"> • Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/customers. • Understands and uses appropriate methods, tools, applications and processes. • Demonstrates a rational and organised approach to work. • Has sufficient digital skills for their role. Learning and professional development — identifies and negotiates own development opportunities. • Security, privacy and ethics — is fully aware of organisational standards. Uses appropriate working practices in own work.
Knowledge	<ul style="list-style-type: none"> • Has gained a basic domain knowledge. • Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. • Absorbs new information when it is presented systematically and applies it effectively.

SFIA Professional Skills:

QUAS (3)	<ul style="list-style-type: none"> • Contributes to the collection of evidence and the conduct of formal audits or reviews of activities. • Examines records for evidence that appropriate testing and other quality control activities have taken place. • Determines compliance with organisational directives, standards and procedures and identifies non-compliances, non-conformances and abnormal occurrences.
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USUP (4)	<ul style="list-style-type: none">• Ensures that incidents are handled according to agreed procedures.• Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution.• Escalates unresolved incidents.• Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.• Contributes to testing and improving incident management procedures.
CSMG (3)	<ul style="list-style-type: none">• Acts as the routine contact point, receiving and handling requests for support.• Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.• Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.• Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.• Contributes to creation of support documentation.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

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