

# Role Statement

<b>Role title</b>	Customer Service Officer	<b>Classification</b>	ASO3
<b>Branch</b>	Shared Services SA	<b>Type of Appointment</b>	Term
<b>Section</b>	Business Systems, Service Desk	<b>Position Number</b>	Multiple
<b>Approved by</b>	Deputy Director Business Systems	<b>Date</b>	August 2025

## Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

## Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.  
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

## Who we are



### Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



### High Performing

We are known for achieving successful and timely outcomes.



### Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



### Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



### Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

## What we are known for

*A world class Treasury and Finance.*  
*A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.*

### Branch/Section

Shared Services SA (SSSA) strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

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### What this role is responsible for

The Customer Service Officer is responsible for the provision of a range of customer services to support the efficient and effective operation of System Support services to SA Government Agencies, in accordance with established Service Level Determinations and service designs.

- Provide professional, responsive, timely and effective assistance to Shared Services SA customers in accordance with established Service Level Determinations and service designs.
  - Provide first level advice and support to management and staff on System Support matters, in accordance with established government policies and procedures, change control, legislative requirements and audit regulations.
  - Effectively manage all customer requests through to completion using the case management tool, through provision of proactive client communications, regular liaison with relevant stakeholders, and the escalation of requests.
  - Effective balance and prioritise tasks to ensure work is completed efficiently and effectively to meet service levels
  - Actively contribute to the continuous improvement and development of the System Support Team through learning and development and identifying opportunities and solutions.
  - Assist in the implementation, upgrade, testing and migration of business applications and enhancements.
  - Foster appropriate internal controls and quality assurance systems within the work area to ensure the effective audit, risk management and compliance against legislation, policies and procedures.
  - Encourage and participate in a work culture that values collaboration and fosters teamwork.
  - Maintain accurate and complete records of business activities created and received in accordance with the State Records Act 1997 and policies and procedures.
  - Contribute to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.
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### Who this role reports to

- The Customer Service Officer, Service Desk will report to the Team Leader Service Desk.
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### Key Relationships/Stakeholders

- Team Leader Service Desk
  - Staff and management across Service Desk and Business Systems Section
  - Staff and management across Shared Services SA and Department of Treasury and Finance
  - Key contacts in SA Government Agencies across the Public Sector
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### Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy. This role requires:
  - Nationally Coordinated Criminal History Check
  - Working with Children Check
  - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
  - Other: SAPOL Check

- Some out of hours work may be required.
  - Intrastate and interstate travel may be required.
  - The incumbent will be required to participate in the Departmental Performance Management Program.
  - The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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## Essential Expertise

- Proven ability to work autonomously, meet deadlines, determine priorities and organise work to meet objectives and identify and deal with complex problems.
- Proven ability to negotiate and communicate, both orally and in writing, in a clear and concise manner
- Experience in the provision of support services for accounts payable, procurement, HRMS or financial management systems
- Proven analytical ability to identify problems and develop and implement solutions.
- Proven experience in working in a 1st Level Service Desk environment preferably in a business application support role
- Extensive experience in working with a variety of application software, including work processing, spreadsheets, operating systems and complex relational databases.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.