

Job and Person Specification

Title of Role: Senior Service Desk Lead

Remuneration Level: AS05

Business Unit: Technology Services

Type of Appointment: Ongoing

Division: Projects and Technology

Position Number: P63306

Job and Person Specification Approval

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Primary Purpose

The Senior Service Desk Lead is responsible for planning, coordinating and monitoring ICT Service Desk first level support functions and resources to ensure that Team outcomes and deliverables successfully meet business requirements. The role develops, implements and assesses Service Desk strategies and plans to ensure the ongoing provision of quality, customer focused and responsive Service Desk operations, coordinates the delivery of regular and ad-hoc performance and service audits and reviews, and monitors Service Desk service delivery and operational metrics.

Reporting Relationships

- Reports to the Manager, Service Operations

Key Relationships/Interactions

- Works closely with Service Operations management and staff.
- Works collaboratively with Technology Services management and staff.
- Maintains effective working relationships with internal and external service delivery teams and external service providers and vendors.
- Liaises with Business Unit account managers and AGD management and staff at all levels.

Key Challenges

- Coordinate the successful delivery of Service Desk functions to agreed service levels, quality and budget and in compliance with Government and Agency policy.
- Ensure the regular quality control, accuracy and consistency of service delivery, data management, reporting and documentation.
- Apply a thorough understanding of Technology Services products, projects and services, and their application in delivering agency business requirements.
- Collaborate, liaise and negotiate with key internal and external service providers and vendors.



Special Conditions

- Some out of hours work may be required.
- May be required to participate in an on-call roster.

AGD Conditions

- Participation in quarterly performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.
- Appointment to this role is subject to Periodic Criminal History and other Background Screening that AGD finds satisfactory. The incumbent must participate in criminal history (Police Records Checks) and other background screening as required on a periodic basis.
- This role may be required to work inside Forensic Science SA buildings where forensic evidence is tested. If required, the incumbent must provide a reference DNA sample so that their DNA profile can be generated and stored on a Quality Assurance Register. The register compares reference profiles against profiles generated in casework and monitors for the possibility of contamination.



Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Senior Service Desk Lead is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Service Delivery	• Coordinate and monitor the efficient planning and allocation of resources for Service Desk staff to ensure that Team outcomes and deliverables successfully meet business requirements. • Develop, implement and assess Service Desk strategies and plans to ensure the ongoing provision of a quality, customer focused and responsive Service Desk culture that effectively addresses the delivery of services. • Develop and implement ICT Service Desk policies, standards and procedures which are compliant with Technology Services and Agency policy. • Coordinate the delivery of regular and ad-hoc performance and service audits and reviews, in order to ensure the ongoing quality, efficacy and compliance of Service Desk services. • Undertake the effective review and ongoing administration of relevant ICT support and service delivery policy, in order to ensure the maintenance of service standards that support the achievement of AGD objectives. • Monitor Service Desk service delivery and operational metrics, including identifying issues or risks, and providing related reports, information and recommendations.	• Service Desk operational strategies, plans and management deliver high quality service and support the delivery of available and reliable applications and systems. • Service Desk activities adhere to Government, Agency and Branch policy.
Operational Management	• Ensure the appropriate administration and management of incidents and service requests, including end-to-end call logging, investigations, escalation and resolution. • Ensure Service Desk staff utilise appropriate troubleshooting, diagnostic techniques, tools and knowledge base articles to identify and resolve incidents and problems at first point of contact. • Monitor and evaluate Service Desk adherence to agency service level agreements and KPI's in the	• Service Desk administration functions are delivered through best practice customer service, within agreed service levels and in accordance with guidelines and procedures.



	management of incidents and service requests. • Monitor Service Desk administration functions including network access, electronic messaging services, Citrix remote network access, hardware and software asset management, and Wi-Fi provision to ensure all work is undertaken in accordance with agency guidelines and procedures.	
Leadership	• Manage the operational outcomes of Service Desk staff and contractors, including prioritising and allocating work on a day-to-day basis and providing responsive guidance and support. • Support a challenging and rewarding environment, and promote a culture of continual improvement. • Provide expert advice and consultancy to inform the planning, delivery and implementation of agency ICT applications and systems support. • Monitor operational trends, new policies and guidelines and recommend changes to programs and projects that may be required. • Monitor, evaluate and report on a Service Desk program and service performance to support best practice and continuous improvement.	• Activities and functions support best practice and continuous improvement in resource, program and service management. • Effective training and development ensures that staff has the capability to provide competent and relevant services and advice to clients.
Finance and Resource Management	• Manage and provide regular reporting on Service Desk budgets in accordance with policy and processes. • Identify, procure and coordinate Service Desk resource requirements in adherence to Departmental and Whole of Government practices and standards. • Contribute to operational planning processes to ensure the effective utilisation of resources to meet service objectives and customer requirements within agreed timelines. • Ensure the relevance and accuracy of the Unit's documentation and databases including regular updating, quality control and document consistency are achieved.	• Assigned resources and budgets are managed appropriately. • Accuracy and probity in all financial and resource management activities. • Service Desk documentation and data is accurate, quality controlled, and fit for purpose.
Stakeholder Engagement	• Negotiate and liaise with, and delivering expert advice to, a range of AGD management and staff in relation to service level agreements and KPI's to ensure Service Desk functions meet operational and business objectives. • Establish and maintain open and effective working relationships with management, staff and stakeholders, including providing timely feedback and reporting.	• Customer centric strategies, plans and services are implemented. • Effective stakeholder engagement supports the timely delivery of services within agreed parameters.



	• Deliver expert contribution to the collection and review of customer feedback and develop recommendations for service improvement. • Apply a thorough understanding of client needs and requirements including in developing and implementing innovative change management, service delivery and staff training strategies.	
Technical Advice	• Coordinate and undertake a range of specialist system administration functions and problem resolution, as required. • Manage and monitor high severity incidents with ICT staff and external service providers, including overseeing timeliness and quality of work, and coordinating the identification of performance issues. • Provide technical advice and consultancy, as required, to the identification, resolution and review of complex technical issues related to the support, availability and reliability of Agency applications, systems and infrastructure.	• Responsive and accurate technical advice and consultancy is delivered. • Technical risk is identified and mitigated. • Service providers and vendors are monitored and performance managed.
Compliance	• Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997.	• Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997.
Contribute to Culture	• Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace.	• Work practices are safe and WHS legislation, policies and procedures are adhered; • Respectful behaviour observed when faced with diversity/differences in opinion.



Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	• Demonstrated experience coordinating and providing effective and responsive ICT Service Desk support services and staff including developing, motivating and managing staff performance in a demanding environment and identifying operational and systems enhancement opportunities. • Experience in managing the provision of a range of high quality customer services associated with the delivery of ICT Service Desk functions within an enterprise-based Microsoft Windows PC environment, including developing, implementing and evaluating ICT support service strategies, policies and processes. • Experience preparing and disseminating ICT related information, analysing and identifying data and trends, identifying and managing risks and managing and ensuring the ongoing improvement of reporting systems and methodologies including the management of workload and automatic call distribution. • Demonstrated knowledge of service management and call management as it relates within an ICT environment, including knowledge of distributed PC's, applications, operating systems, security and LAN and WAN environments. • Knowledge of Government policies, processes and procedures relating to ICT and information management. • Demonstrated ability to work under limited direction, identify and determine the priority, impact and severity of incidents, problems and service requests, make informed decisions, and to select appropriate methods and techniques to deliver agreed outputs on time and within budget.
Skills Framework for the Information Age (Essential)	• Service desk and incident management: Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the service desk and incident management. Schedules the work of service desk staff to meet agreed service levels. • IT Operations: Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work. Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement to specialists, users and managers • Service level management: Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions. • Problem Management. Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends
Technical Expertise (Desirable)	• Knowledge of the SA AGD, Forensic Science SA and Justice network, applications and related architecture. • Experience in the use and administration of collaboration tools such as, MS System Centre Service Manager, MS SharePoint and Active Collab. • Knowledge of Information Technology Infrastructure Library (ITIL) practices. • Knowledge of Dimension Data SA Government Customer Service Portal.



Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Application Support Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

Element	Behaviours
Supports Strategic Direction	- Supports strategic direction and plans - Communicates plans in practical terms to others Identifies and manages risk as appropriate and escalates as necessary - Is sensitive to political drivers influencing priorities and decisions - Actively participates in business planning - Contributes to the drive for change and innovation - Adapts quickly to changing and emerging priorities
Achieves Team Results	- Provides clear direction on how to achieve outcomes - Develops plans with clear outcomes and supports others to achieve these Is accountable for the delivery of quality, timely and cost effective results - Critically evaluates the problem in its entirety before identifying and implementing best possible solution - Confidently makes decisions showing good judgement - Effectively prioritises and re-negotiates tasks as needed - Reviews performance and seeks opportunities to implement continuous improvement
Supports Service Delivery Excellence	- Identifies and raises awareness of trends, potential problems and opportunities - Uses capability and expertise of the workgroup to achieve outcomes Identifies and delivers high quality internal and external customer service Utilises available internal and external resources for optimal outcomes. - Contributes to a culture of financial responsibility, accountability and awareness - Translates performance requirements into achievable outcomes. - Effectively manages their own performance, managing(or influencing) the wider team performance - Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Fosters Working Relationships	- Effectively manages conflict and escalates when appropriate - Consults and seeks the views of relevant stakeholders Develops effective working relationships and internal networks Shares information and knowledge as appropriate - Takes into account the situation and audience - Negotiates as necessary to achieve outcomes - Actively listens and communicates clearly
Supports Personal Drive and Professionalism	Promotes a culture of respect and high ethical standards - Supports diversity and uses this to enhance outcomes - Maintains professionalism and confidentiality when dealing with sensitive issues - Constructively expresses own views and respects the views of others - Is aware of risks and makes decisions accordingly - Remains positive and recovers quickly from setbacks - Adapts effectively to change - Looks for opportunities to engage in development activities - Seeks feedback and reviews own performance - Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by
occupant

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(Print name)

(Signature)

Acknowledged by line
manager

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(Print name)

(Signature & title)



Government of South Australia
Attorney-General's Department

