

# Job and Person Specification

**Title of Role:** Senior Service Desk Officer

**Remuneration Level:** ASO4

**Business Unit:** Technology Services

**Type of Appointment:** Ongoing

**Division:** Projects and Technology

**Position Number:** P64951

## Job and Person Specification Approval

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## Primary Purpose

The Senior Service Desk Officer (ASO4) is a senior member of the Technology Service's Service Desk team, and is responsible for undertaking and managing a range of First Level ICT support activities associated with incidents, problems and service requests for AGD staff and both internal and external service providers.

The Senior Service Desk Officer is additionally required to drive continuous service improvement by facilitating appropriate skills and knowledge transfer to junior members of the Service Desk team, and maintaining the agency's ICT knowledge base system and standard operating procedures.

## Reporting Relationships

- Reports to the Service Desk Team Leader.

## Key Relationships/Interactions

- Works as a senior member of the Service Desk team and has close collaboration with the Field Support Team;
- Has significant working relationships with other internal service delivery teams and external service providers, and in particular closely monitors the flow of work to and from these suppliers.

## Key Challenges

- Ability to manage workloads, prioritise tasks and adapt to a changing ICT environment;
- Works closely with the Service Desk Team Leader to define new and to update existing ICT processes and procedures;
- Monitors the collective workload of the Service Desk, and ensures a consistent level of service outcomes are achieved for AGD ICT customers.

## Special Employment Conditions (if relevant)

- Participate in a Service Desk roster providing services from 8:00am to 5:00pm Monday to Friday;
- Some out of hours work may be required;



### AGD Conditions

- Participation in bi-annual 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;
- 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.

### Flexible Working Arrangement Options (Optional Insertion)

- Flexitime arrangements are available in this role.

### 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 Officer is responsible for:

| Key Responsibilities                     | Specified Duties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Performance Indicator/Measurement                                                                                                                            |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Incident &amp; Request Management</b> | <ul style="list-style-type: none"> <li>• Focus on delivering high quality customer service;</li> <li>• Administering and managing incidents and service requests received via telephone, email, personal attendance and the customer self-service portal;</li> <li>• End-to-end call logging, investigation, escalation where appropriate, and resolution;</li> <li>• Identify and resolve incidents and problems at first point of contact via the use of troubleshooting, diagnostic techniques, tools and knowledge base articles;</li> <li>• Adhering to agency service level agreements in the management of incidents and service requests.</li> <li>• Monitoring the collective Service Desk work load to ensure team adherence to established KPI's and service levels.</li> </ul> | <ul style="list-style-type: none"> <li>• Incidents and requests resolved through best practice customer service and within agreed service levels.</li> </ul> |

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| <b>Administration of Network and Electronic Messaging Services and Resources</b> | <ul style="list-style-type: none"> <li>• Administering network access user accounts including, creations and modifications;</li> <li>• Administering network user group access;</li> <li>• Administration of electronic messaging services via the Dimension Data SA Government Customer Portal;</li> <li>• Enabling and managing access to Citrix remote network access system;</li> <li>• Provision of Wi-Fi resources to customers in accordance with agency guidelines and procedures.</li> </ul> | <ul style="list-style-type: none"> <li>• Network resources and services are provisioned and maintained in an efficient and timely manner and in accordance with AGD ICT security policies and procedures.</li> </ul>             |
| <b>Processes and Procedures</b>                                                  | <ul style="list-style-type: none"> <li>• Maintain and continuously improve the processes and procedures for the Service Desk with regular reviews documented, and implement actions to enhance the current use of applications and products to improve customer service.</li> <li>• Actively contribute to the identification of problems impacting the AGD ICT environment, and undertake an active role in determining steps required to resolve.</li> </ul>                                        | <ul style="list-style-type: none"> <li>• Improved service delivery response;</li> <li>• Consistency of advice to customers and stakeholders.</li> </ul>                                                                          |
| <b>Asset Management</b>                                                          | <ul style="list-style-type: none"> <li>• SCCM – remote management of hardware and software (including installations);</li> <li>• Asset register maintenance;</li> <li>• Asset renewal and salvage.</li> </ul>                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Accurate asset records for auditing purposes;</li> <li>• Efficient utilisation of ICT hardware and software assets.</li> </ul>                                                          |
| <b>Contribute to Culture</b>                                                     | <ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices;</li> <li>• Embrace diversity and cultural differences in the workplace.</li> <li>• Contribute to collective team performance by providing guidance, skills and knowledge transfer, and provision of an escalation point for junior Service Desk team members</li> </ul>                                                                                                          | <ul style="list-style-type: none"> <li>• Work practices are safe and WHS legislation, policies and procedures are adhered;</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> </ul> |

## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

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| <b>Technical Expertise (Essential)</b>                      | <ul style="list-style-type: none"> <li>• Demonstrated experience in the provision of effective and responsive customer service within an ICT environment;</li> <li>• Proven experience in managing customer expectations within a busy ICT customer service environment;</li> <li>• Proven ability to communicate effectively, both verbally and in writing;</li> <li>• Ability to work autonomously, often in an environment characterised by high volumes of work, tight timeframes, conflicting priorities and competing expectations;</li> <li>• Demonstrated ability to problem solve through investigation and discussion, particularly via telephone, while working under limited supervision;</li> <li>• Proven experience in providing ICT technical support within an enterprise-based Microsoft Windows PC environment including the MS Office Suite, Messaging (Outlook), Internet and Intranet services and 3<sup>rd</sup> party software applications;</li> <li>• Proven ability to work through the resolution of problems through consultation with key ICT stakeholders;</li> <li>• High level communication skills required to facilitate customer training in the use of software applications;</li> <li>• Proven ability to take responsibility for the collective service desk workload by ensuring all group tasks are managed appropriately and to the satisfaction of the customer;</li> <li>• Proven experience in effectively using incident and request management software including creating and updating call notes, ICT processes and procedures and knowledge base articles;</li> <li>• Demonstrated experience with the use of Service Management and Call Management platforms;</li> <li>• Experience with the use and administration of support and provisioning tools such as Active Directory and Microsoft SCCM;</li> <li>• Demonstrated ability to maintain the confidentiality and integrity of sensitive documentation and information.</li> </ul> |
| <b>Technical Expertise (Desirable)</b>                      | <ul style="list-style-type: none"> <li>• Knowledge of Information Technology Infrastructure Library (ITIL) practices;</li> <li>• Knowledge of MS System Centre Service Manager;</li> <li>• Knowledge of Dimension Data SA Government Customer Service Portal.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Skills Framework for the Information Age (Essential)</b> | <ul style="list-style-type: none"> <li>• <b>Service Desk and Incident Management.</b> Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of action taken;</li> <li>• <b>Problem Management.</b> Investigates problems in systems and services. Assists with the implementation of agreed remedies and preventative measures.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Senior Service Desk 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| Strategic Focus                 | <ul style="list-style-type: none"> <li>Supports strategic direction and plans</li> <li>Communicates plans in practical terms to others</li> <li><b>Identifies and manages risk as appropriate and escalates as necessary</b></li> <li>Is sensitive to political drivers influencing priorities and decisions</li> <li>Actively participates in business planning</li> <li><b>Contributes to the drive for change and innovation</b></li> <li><b>Adapts quickly to changing and emerging priorities</b></li> </ul>                                                                                                                                                                                                                                                                |
| Results Orientation             | <ul style="list-style-type: none"> <li>Sets and communicates clear expectations around quality of work and timeframes</li> <li><b>Monitors progress towards achieving outcomes</b></li> <li><b>Takes responsibility for the delivery of quality and timely results</b></li> <li>Critically evaluates issues and ensures solutions are practical and achievable</li> <li><b>Prioritises workload effectively and negotiates deadlines where appropriate</b></li> <li>Measures performance and acts on opportunities for continuous improvement</li> </ul>                                                                                                                                                                                                                         |
| Service Delivery Excellence     | <ul style="list-style-type: none"> <li><b>Identifies and raises awareness of trends, potential problems and opportunities</b></li> <li>Uses capability and expertise of the workgroup to achieve outcomes</li> <li><b>Identifies and delivers high quality internal and external customer service</b></li> <li>Utilises available internal and external resources for optimal outcomes.</li> <li>Contributes to a culture of financial responsibility, accountability and awareness</li> <li><b>Effectively manages their own performance, managing (or influencing) the wider team performance</b></li> <li>Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.</li> </ul> |
| Relationship Management         | <ul style="list-style-type: none"> <li>Effectively manages conflict and escalates when appropriate</li> <li>Consults and seeks the views of relevant stakeholders</li> <li><b>Develops effective working relationships and internal networks</b></li> <li><b>Shares information and knowledge as appropriate</b></li> <li>Takes into account the situation and audience</li> <li>Negotiates as necessary to achieve outcomes</li> <li><b>Actively listens and communicates clearly</b></li> </ul>                                                                                                                                                                                                                                                                                |
| Professional Approach and Drive | <ul style="list-style-type: none"> <li><b>Promotes a culture of respect and high ethical standards</b></li> <li>Supports diversity and uses this to enhance outcomes</li> <li><b>Maintains professionalism and confidentiality when dealing with sensitive issues</b></li> <li>Constructively expresses own views and respects the views of others</li> <li>Is aware of risks and makes decisions accordingly</li> <li>Remains positive and recovers quickly from setbacks</li> <li><b>Adapts effectively to change</b></li> <li>Looks for opportunities to engage in development activities</li> <li>Seeks feedback and reviews own performance</li> </ul>                                                                                                                      |

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