

Senior Service Desk Officer

Department for Child Protection

OFFICIAL

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

CLASSIFICATION:	ASO4	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Service Desk Team Lead	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Senior Service Desk Officer is role within the Department for Child Protection (DCP) and is accountable to the Service Desk Team Lead for coordinating and providing a range of efficient and effective ICT Service Desk second level support functions across the Department. The role maintains a core customer service focus for remediation within agreed service levels and provides a technical service contact and advisory point to guide the improved utilisation of computer and mobile systems and software.

YOU WILL BE ADDING VALUE BY:

1. Deliver effective services and support to DCP staff, to support the effective resolution of second level support requests and issues relating to agency IT infrastructure, hardware and software, assets and telephony in line with agency goals and requirements.
2. Coordinate and undertake the effective receipt, recording and address of all second level requests and incidents raised through the Service Desk, including maintaining a core customer service focus for remediation within agreed service levels.
3. Respond to escalated telecommunication requests, specifically in relation to the provision of mobile, land line and approved telephony services supporting the business.
4. Provide a technical service contact and advisory point to guide and support DCP staff in the development of strategies and processes to improve their use of computer and mobile systems and software.
5. Provide a proactive approach to the remediation of escalated telecommunication requests, specifically in relation to the provision of mobile, land line and approved telephony services supporting the business.
6. Contribute to the development, review and maintenance of service desk policies, guidelines and procedures to guide and support the ongoing productive use of agency IT assets.
7. Develop and maintain key technical documentation and procedures within the DCP Service Desk knowledge base, to ensure the effective transfer and maintenance of knowledge across the Service Desk and technical teams.
8. Provide mentoring and technical leadership and advice to other Service Desk team members, to support the broad range of technologies and applications used across DCP.
9. Liaise and maintain partnerships with key business and external partners to ensure the effective support and remediation of departmental ICT systems.
10. Contribute to the delivery of regular and ad-hoc performance and service audits and reviews, and the development of accurate service level and performance reporting.
11. 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.
12. 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.



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Department for Child Protection

WHO YOU WILL WORK WITH:**Internal**

- Service Desk Team Lead (Line Manager)
- Service Desk Team
- Infrastructure and Support management and staff
- DCP customers, management and staff.

External

- Internal and external service delivery teams and external service providers and vendors

QUALIFICATIONS**Essential:** Nil**Desirable:**

- Tertiary qualifications in an IT-related field
- Other relevant business, IT or project qualification

YOUR CAPABILITIES:

- Sound experience in providing high quality customer support services in an ICT environment, including responding appropriately to escalated user problems, requests and requirements of a technical nature, applying analysis methods and escalating complex issues.
- Proven experience in the operation of a range of information systems, PC hardware, operating systems, applications and telephony, including working within a Microsoft Windows / MS Office environment and with Network Operating Systems, installing and configuring software and hardware, and applying standards in relation to ITIL, Agency policies, processes and procedures.
- Sound interpersonal and written and verbal communication skills including and the ability to provide high levels of customer service, maintain collaborative relationships with stakeholders and staff, deal with a range of issues, and develop training and reference materials related to the use of standard applications, hardware and peripherals.
- Demonstrated ability to work effectively under limited direction, either independently or within a team, and to plan and organise work in line with workgroup objectives, maintain accuracy, integrity and confidentiality, and use a variety of mediums for communicating to managers, staff and other work team members.
- Knowledge of modern Service Desk and Desktop Support procedures, practices and techniques and knowledge of Agency policies, processes and procedures relating to ICT and information management.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.



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.
- Hold a current Australian driver licence and a willingness to drive is essential.



SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Senior Service Desk Officer 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 & Enable

Autonomy	• Works under general direction. • Receives specific direction, accepts guidance and has work reviewed at agreed milestones. • Uses discretion in identifying and responding to complex issues related to own assignments. • Determines when issues should be escalated to a higher level. • Plans and monitors own work (and that of others where applicable) competently within limited deadlines.
Influence	• Interacts with and influences colleagues. • May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. • Has working level contact with customers, suppliers and partners. • Understands and collaborates on the analysis of user/customer needs and represents this in their work. • Contributes fully to the work of teams by appreciating how own role relates to other roles.
Complexity	• Performs a range of work, sometimes complex and non-routine, in a variety of environments. • Applies a methodical approach to routine and moderately complex issue definition and resolution. • Applies and contributes to creative thinking or finds new ways to complete tasks.
Business skills	• Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners. • Understands and effectively applies appropriate methods, tools, applications and processes. • Demonstrates judgement and a systematic approach to work. • Effectively applies digital skills and explores these capabilities for their role. • Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. • Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work. • Appreciates how own role and others support appropriate working practices.



Knowledge	• Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. • Has an appreciation of the wider business context. • Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. • Absorbs new information and applies it effectively.
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SFIA Professional Skills:

QUAS (4)	• Plans, organises and conducts assessment activity and determines whether appropriate quality control has been applied. • Conducts formal assessments or reviews for given domain areas, suppliers, or parts of the supply chain. • Collates, collects and examines records, analyses the evidence and drafts all or part of formal compliance reports. • Determines the risks associated with findings and non-compliance and proposes corrective actions. • Provides advice and guidance in the use of organisational standards.
USUP (4)	• 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.
PEMT (4)	• Provides operational direction, support and guidance to assigned colleagues. • Allocates routine tasks or project work, in line with team objectives and individual capabilities. • Monitors quality and performance against agreed criteria to make learning recommendations or to escalate concerns. • Coaches colleagues in developing target skills and capabilities in line with team and personal goals. • Facilitates effective working relationships between team members.
RLMT (4)	• Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information. • Implements stakeholder engagement/communications plan. • Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management. • Helps develop and enhance customer and stakeholder relationships.
CSMG (4)	• Monitors service delivery channels and collects performance data. • Assists with the specification, development, research and evaluation of service standards. • Applies these standards to resolve or escalate issues and gives technical briefings to staff members.



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.

CERTIFIED CORRECT



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