



Job Description Form

Department of Justice Purpose

To provide high quality and accessible justice, legal, registry, guardianship & trustee services that meet the needs of the community and government.

Position Title SYSTEM SUPPORT OFFICER		
Effective Date October 2014	Position Number Generic	Level 3
Division Court & Tribunal Services	Directorate Strategic Business Improvement	Branch Courts Technology Group

Divisional Outcomes

To provide effective business systems and services that meet the needs of Court Services, the judiciary and community, including victims of crime.

Directorate Outputs

Output 1: Judiciary and Judicial Support.
Output 2: Case Processing.
Output 3: Enforcement of criminal and civil court orders.
Output 4: Administration of victim support and counselling.

Branch Outputs

Output 1: Judiciary and judicial support.
Output 2: Case processing.
Output 3: Enforcement of criminal and civil orders.
Output 4: Administration of victim support and counselling services.

Role Of This Position

This position works in the Courts Technology Group (CTG) support team:

- Providing system support services via the CTG Service Desk:
 - First point of contact for application support to business users across Courts and Tribunals in WA; and
 - Second line support to other justice agencies (e.g. WA Police) and jurisdictions (e.g. Australian Capital Territory (ACT)) which also utilise CTG IT applications.
- Responsible for the preparation and delivery of application training to all clients.
- Undertakes test writing and execution activities on new project developments or enhancements.

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Responsibilities Of This Position

Service Delivery

Provision of high quality, customer focused, Service Desk support services to all clients.

Resolves support queries in adherence to agreed support standards and service levels.

Advises clients in the use of court and judicial business applications.

Refers customer calls, where appropriate, to support developers or IT service providers, for the purpose of second and third tier support.

Takes ownership of customer calls / issues from initial contact through to resolution.

Ensures reference data is maintained accurately and in a timely manner.

Training

Maintains court and judicial business systems help in line with enhancements, feedback and standards.

Develops innovative and interactive training material that assists clients in courts application use.

Provides training in the use of court and judicial business applications using the most appropriate medium for the audience and content (e.g. online training content, classroom based, one-on-one training, etc.).

Testing

Create test cases to ensure new functional or technical requirements have been met, using existing test assets where applicable.

Create and maintain all test data.

Execute test suites prior to the release of applications, in alignment with agreed milestones.

Raise defects that arise as a result of testing in adherence to branch standards.

Collaborate with developers in the resolution of defects.

Track defects through to resolution.

Stakeholder Relationships

Establish effective working relationships with clients, support developers, and IT service providers to achieve positive project outcomes.

Corporate Citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the Department frameworks of Code of Conduct and Public Sector Code of Ethics.

Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.

Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.

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Selection Criteria

ESSENTIAL SKILLS

Shapes and Manages Strategy

Understands reasons for decisions and can explain how they are relevant to their work.

Informs supervisor of potential issues.

Uses common sense to research, analyse and make evidence-based recommendations.

Achieves Results

Sees tasks through to completion. Reschedules and reorganises work to reflect changes in priority.

Applies and develops capabilities to meet performance expectations.

Builds Productive Relationships

Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.

Recognises the value of individual differences and understands that others may work in different ways

Understands and acts on constructive feedback.

Exemplifies Personal Integrity and Self Awareness

Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.

Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised.

Stays calm under pressure, does not react personally to criticism.

Agrees on performance levels with supervisor, seeks supervisor feedback and responds to guidance.

Communicates and Influences Effectively

Limits the use of jargon, explains information using language appropriate to the client.

Listens and asks questions to ensure understanding, checks own communication has been understood.

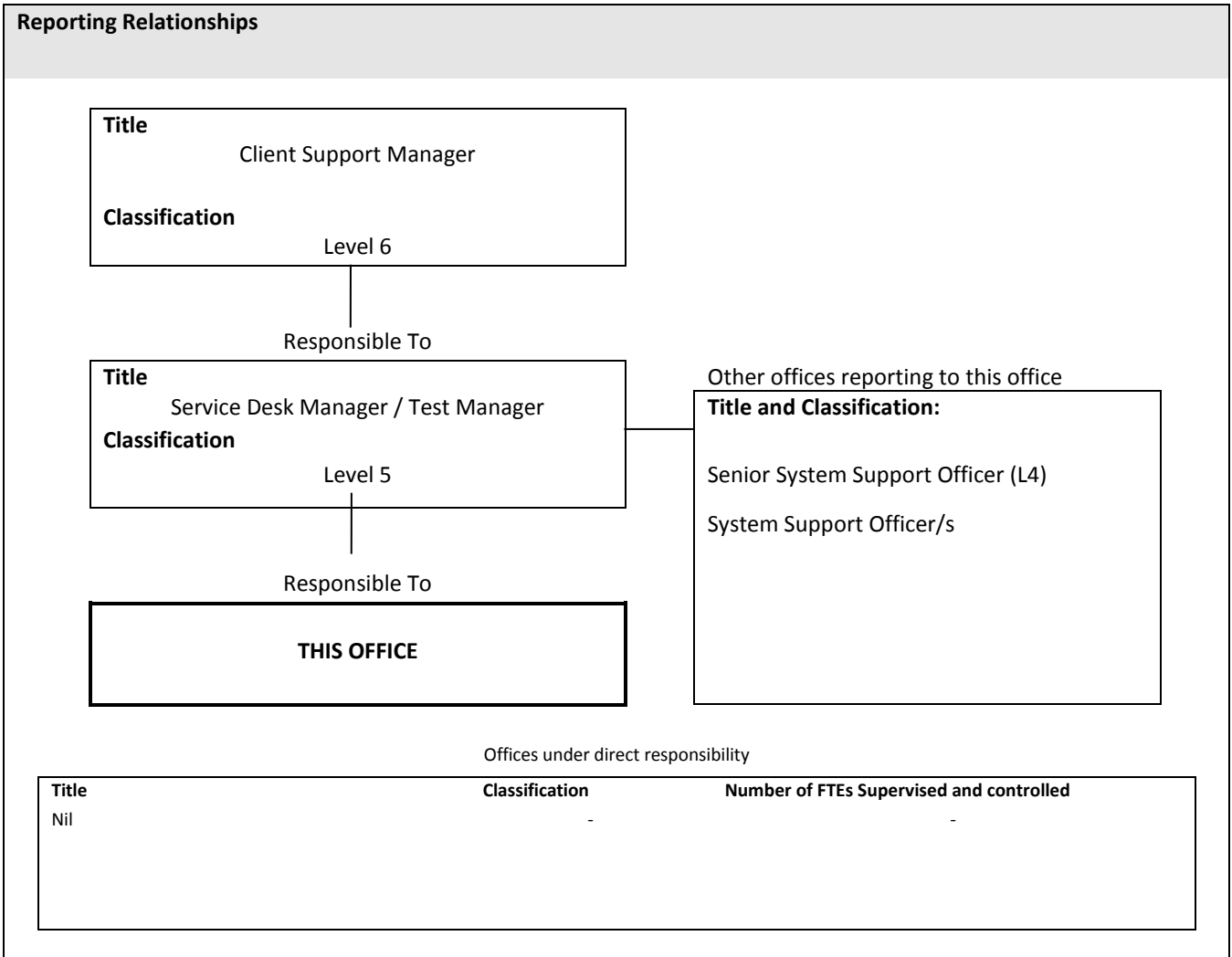
ESSENTIAL EXPERIENCE

A sound knowledge of court processes OR experience in the provision of service desk support for large business applications.

DESIRABLE

Qualified trainer.

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LOCATION AND ACCOMMODATION State location. If accommodation is available give details such as department/G.E.H.A., free/rental, etc.	LOCATION ACCOMMODATION
ALLOWANCES/SPECIAL CONDITIONS State allowances and conditions applicable.	

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Executive Director
Signature
Date