



# Job Description Form

## Generic **System Support Officer**

### Courts Technology Group

#### Position details

Classification Level: 3

Award/Agreement: Public Service Award 1992 / PSGOGA 2017

Position Status: Permanent & Temporary

Organisation Unit: Court and Tribunal Services, Strategic Business Development

Physical Location: Perth CBD

#### Reporting relationships

Responsible to: 007310 Service Desk Manager Level 5

**This position: System Support Officer - Level 3**

Direct reports: NIL

#### Overview of the position

The Strategic Business Development Directorate is accountable for:

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

The System Support Officer is responsible for providing system support services via the Service Desk as the first point of contact for application support to business users across courts and tribunals in Western Australia (WA) and second line support to other justice agencies (eg. WA Police) and jurisdictions (eg. Australian Capital Territory (ACT)) which also utilise Courts Technology Group information technology (IT) applications. Provides training to clients aligned with training session plans for Service Desk staff.

## **Job description**

As part of the Courts Technology Group team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

## **Role specific responsibilities**

- Provides high quality, customer focused, service desk support services to all clients.
- Resolves support queries in adherence with 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.
- Maintains court and judicial business systems help in line with enhancements, feedback and standards.
- Provides training to clients aligned with training session plans for Service Desk staff.
- Establishes effective working relationships with clients, support developers and IT service providers to achieve positive outcomes.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the

achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

### **Achieve Results**

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and, ensure that tasks are completed within allocated timeframes are all fundamental to this role.

### **Builds Productive Relationships**

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

### **Communicates and Influences Effectively**

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

### **Role Specific Criteria**

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

### **Special requirements/equipment**

Nil

### **Certification**

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

Executive Director, Court & Tribunal Services

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: \_\_\_\_\_