**ATTACHMENT 1**

**STATEMENT OF WORK**

|  |  |  |
| --- | --- | --- |
| **Nominated Candidate** | |  |
| **Role** | | Customer Service Analyst |
| **Contract Commencement Date** | | On or after 1 July 2021 |
| **Contract Expiry Date** | | 12 months from commencement |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | The Enterprise Technology Division within the Australian Signals Directorate (ASD) focuses on the delivery of enterprise products and services to ASD and external customers. To facilitate this, ASD has a requirement for Customer Service Officer to provide ICT support to customers.  As the first-point-of-contact for customers, the Customer Service Officer responds to customer requests, provides advice on services available and resolves minor IT issues. The Customer Service Officer records all customer contacts in the service management application with sufficient detail for Service Desk Analysts or external support teams to investigate and resolve more complex issues.  This role requires a person who enjoys working with and supporting a diverse range of people, communicates clearly, has the ability to think quickly and remain calm in a high-paced environment. The Customer Service Officer works under direction in a team comprising contractors and ASD Officers. |
| **SFIA Level of Responsibility Required**  *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 2. |
| **SFIA Skills Required**  *Description Below* | | CSMG 2 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. An understanding of service management frameworks such as ITIL. | |  |
| 1. Basic technical knowledge, including Microsoft Windows technologies and Office products. | |  |
| 1. Excellent customer service skills. | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Handle incoming enquiries and requests for assistance from customers received via telephone and in-person visits. | |  |
| 1. Deliver support to customers by providing updates on the progress of their requests, explaining IT services available and how to obtain them, or redirecting them to the appropriate area with the required knowledge. | |  |
| 1. Document request details or incidents in the service management application. Provide suitable work-arounds to the customer if unable to resolve incidents when first reported. | |  |
| 1. Promptly allocate complex issues to higher-level analysts for further investigation and resolution. | |  |
| 1. Contribute to Service Desk improvement activities by suggesting updates to user guides based on customer feedback. | |  |
| 1. Conduct all work in accordance with agency policy and formal agreements between customers and the Service Desk. | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. N/A | |  |
| Prepared by: Emma Newing  Date: 11/11/2020  Authorised by: Mira Daoud | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility Level (LOR 2)** | | |
| **Autonomy** | Works under routine direction. Uses limited discretion in resolving issues or enquiries. Works without frequent reference to others. | |
| **Influence** | Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain. | |
| **Complexity** | Performs a range of work activities in varied environments. May contribute to routine issue resolution. | |
| **Knowledge** | Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs new information when it is presented systematically and applies it effectively. | |
| **Business Skills** | Works under routine direction. Uses limited discretion in resolving issues or enquiries. Works without frequent reference to others. | |
| **SFIA Professional Skill Level Description** | | |
| **CSMG 2** | Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate. Maintains records, informs users about the process and advises relevant persons of actions taken. | |