**ATTACHMENT 2**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | IT Service Desk 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 Analysts to provide ICT support to customers.  The IT Service Desk Analyst investigates and resolves IT incidents, actions requests received through the Service Catalogue and provides advice about services provided. To provide a quality service, the IT Service Desk Analyst will keep the customer informed of the progress of their request and follow-up any outstanding actions.  The IT Service Desk Analyst works in a team environment comprising contractors and ASD Officers, providing services to a diverse range of customers. In this high paced environment, the ability to problem solve and develop new skills is essential. The role requires the IT Service Desk Analyst to work independently and also collaborate with team members and external support staff to resolve complex issues. |
| **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  USUP 2  ASUP 2 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. An understanding of service management frameworks such as ITIL. | |  |
| 1. Good all-round 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 through a variety of channels including telephone, email, chat, in-person visits and requests received through the service catalogue application. | |  |
| 1. Document in detail the reported issue, and through communication with the customer, establish the severity and urgency of resolving the fault. Identify steps to resolve the issue or provide a suitable work-around to the customer while further investigation occurs. | |  |
| 1. Promptly allocate unresolved issues to higher-level analysts and provide regular updates to the customer by monitoring the progress of the request. | |  |
| 1. Action requests received through the Service Catalogue by following the steps documented in the Standard Operating Procedures (SOPs). Identify any errors or incomplete information documented in the SOPs and recommend updates. | |  |
| 1. Contribute to Service Desk improvement activities by sharing knowledge, writing & updating user guides and knowledge articles and reporting process inefficiencies. | |  |
| 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. | |
| **Business Skills** | 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. | |
| **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. | |
| **USUP 2** | Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. | |
| **ASUP 2** | Assists in the investigation and resolution of issues relating to applications. Assists with specified maintenance procedures. | |