**ATTACHMENT 3**

**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 IT Service Desk 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 3 |
| **SFIA Skills Required***Description Below* | USUP 3CSMG 3ASUP 3 |
| **Other Skills and Knowledge** | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. An understanding of service management frameworks such as ITIL.
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| 1. Sound technical knowledge, including Microsoft Windows technologies Office products.
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| 1. Experience managing Microsoft Active Directory objects.
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| 1. Excellent customer service skills.
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| **Major Responsibilities:**  | **Statement of Suitability Against Major Responsibilities** |
| 1. Handle incoming enquiries and fault reports from customers received through a variety of channels including email, chat and through the service catalogue application.
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| 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.
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| 1. Consult external support staff to assist with troubleshooting faults and promptly allocate unresolved issues to the responsible support team. Provide regular updates to the customer by monitoring the progress of the fault resolution.
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| 1. Provide input into the development and improvement of knowledge articles and Standard Operating Procedures.
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| 1. Conduct all work in accordance with agency policy and formal agreements between customers and the Service Desk.
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| **Other Features of the Role (e.g. location, travelling, shift hours,)** | **Service Provider Response** |
| 1. There will be a requirement to undertake occasional planned work outside the core hours.
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| Prepared by: Emma NewingDate: 11/11/2020Authorised by: Mira Daoud |
| **SFIA Core Competencies** |
| **SFIA Level Of Responsibility 3**  |
| **Autonomy** | Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level. |
| **Influence** | Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects. |
| **Complexity** | Performs a range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to issue definition and resolution. |
| **Business skills** | Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Appreciates the wider business context, and how own role relates to other roles and to the business of the employer or client. |
| **SFIA Professional Skill Level Description**  |
| **CSMG 3** | Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation. |
| **USUP 3** | Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken. |
| **ASUP 3** | Identifies and resolves issues with applications, following agreed procedures. Uses application management software and tools to collect agreed performance statistics. Carries out agreed applications maintenance tasks. |