**ATTACHMENT 4**

**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 up to Level of Responsibility 4 |
| **SFIA Skills Required***Description Below* | USUP 4ASUP 4CSMG 3ITOP 3 |
| **Other Skills and Knowledge** | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Experience managing Microsoft products and platforms.
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| 1. Demonstrated experience with infrastructure management tools.
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| 1. Experience configuring and using IT Service Management tools.
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| 1. Understanding and experience with cloud platforms system administration.
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| 1. Experience in managing a virtualised environment.
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| **Major Responsibilities:**  | **Statement of Suitability Against Major Responsibilities** |
| 1. Monitor the performance of the service desk to ensure that all enquiries and support requests are dealt with according to set standards and procedures. Assist with improving the function of the service desk through analysis of service desk records, seeking feedback from customers and support staff. Address customer requests by providing information and assistance, consulting other business and technical areas for additional advice when required.
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| 1. Manage the investigation, diagnosis and resolution of faults reported by customers or escalated from other Service Desk Analysts. Coordinate the resolution of major incidents across technical areas including escalating to external vendors and providing regular updates to the impacted customer and management. Identify and recommend technical improvements or process modifications that will reduce the number of faults experienced by customers.
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| 1. Conduct system administration tasks including the testing, installation and configuration of software, security patching of servers and clients, backup and restoration of data, email server configuration, active directory security group creation and management, applying and removing access controls, and database maintenance.
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| 1. Write, maintain and provide input to operational and security documentation including system security plans, test and installation guides, system diagrams and support procedures. Provide education and training to Service Desk Analysts and other stakeholders.
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| 1. Oversee, maintain and configure the cloud infrastructure system, including investigation and resolution of faults.
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| 1. Provide advice, assistance and training in the use of Commercial off The Shelf products provided to customers. Monitor the performance of applications using monitoring tools and proactively register incidents to resolve faults prior to an impact to customers. Engage Problem Management when recurring faults have been identified. Research and identify product enhancements, including the testing and installation of new application packages.
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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 4** |
| **Autonomy** | Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes. |
| **Influence** | Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. |
| **Complexity** | Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. |
| **Business skills** | Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development. |
| **SFIA Professional Skill Level Description**  |
| **USUP 4** | Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures. |
| **ASUP 4** | Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.  |
| **CSMG 3** | Monitors customer service or service desk functions, and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members. |
| **ITOP 3** | Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance. Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution. |