

### JOB PROFILE

|   |                            |
|---|----------------------------|
| <b>Profile</b>                                | Technical Services Officer |
| <b>MITA Career Level</b>                      | 3                          |
| <i>Based on SFIA v6 Responsibility Levels</i> |                            |

### SUMMARY STATEMENT

Administers / supports ICT System components to meet service requirements. Provides telephone support or e-mail support to internal or external clients with technical issues.

### MISSION

Installs software, configures and upgrades ICT systems. Administers day-today operations to satisfy continuity of service, recovery, security and performance needs. To provide user support and troubleshoot ICT problems and issues. The primary objective is to enable users to maximize their productivity through efficient use of ICT equipment or software applications.

### DELIVERABLES

|                    |                         |
|--------------------|-------------------------|
| <b>Accountable</b> | • Service levels        |
| <b>Responsible</b> | • Solution in operation |
|                    | • 1st/2nd line support  |
| <b>Contributor</b> | • Solved incident       |

### MAIN TASKS

- Investigate, diagnose and solve system related problems.
- Install and upgrades software.
- Schedule installation work, liaising with all concerned to ensure that installation priorities are met and disruption to the organization is minimized.
- Diagnose and solve problems and faults occurring in the operation of hardware and software.
- Comply with organization procedures to ensure integrity of the system.
- Advise users on appropriate course of action.
- Contribute to Service Call Centre Knowledge-base.
- Monitor issues from start to resolution.
- Other duties as assigned.

### ESSENTIAL BASIC ATTRIBUTES *Based on SFIA v6 according to Responsibility Levels (Appendix I)*

|                 |  |
|-----------------|--|
| <b>Autonomy</b> | Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level. |
|-----------------|--|

|                  |  |
|------------------|--|
| <b>Influence</b> | 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.   |
| <b>Complexity</b>      | Performs a range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to issue definition and resolution.   |
| <b>Business Skills</b> | 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. |

#### ESSENTIAL PROFESSIONAL ATTRIBUTES *Based on SFIA v6 (Appendix I)*

| Code | Description                          | SFIA Level     |
|------|--------------------------------------|----------------|
| SYSP | Systems Software                     | 4              |
| ASUP | Application Support                  | 4              |
| ITOP | IT Infrastructure                    | 4 <sup>1</sup> |
| NTAS | Network Support                      | 3 <sup>2</sup> |
| PBMG | Problem Management                   | 4              |
| USUP | Incident Management                  | 4              |
| HSIN | Systems Installation/Decommissioning | 3              |
| SLMO | Service Level Management             | 3              |
| AVMT | Availability Management              | 4              |
| CPMG | Capacity Management                  | 4              |
| STMG | Storage Management                   | 3              |
| DCMA | Facilities Management                | 3 <sup>3</sup> |
| CFMG | Configuration Management             | 3              |
| RELM | Release and Deployment               | 4              |
| SCAD | Security Administration              | 3              |
| SCTY | Information Security                 | 3              |
| CHMG | Change Management                    | 3              |
| DBAD | Database Administration              | 3              |

#### ESSENTIAL SOFT SKILLS *Based on ESCO database (Appendix II)*

Social Skills – Working with others and as a team  
 Attitudes and Values  
 Thinking – Creative and Analytical

<sup>1</sup> Level 4 is required for all areas except for Service Call Centre where Level 3 is required

<sup>2</sup> Level 3 is required for Networks; Level 2 is required for Service Call Centre, Control Centre, Systems & Databases / IWHS, and ISCD

<sup>3</sup> Level 3 is required for Control Centre

Communication – Verbal and non-Verbal

**CERTIFICATION**

|                  |                                     |
|------------------|-------------------------------------|
| <b>Name</b>      | Relevant Professional Certification |
| <b>Mandatory</b> | No                                  |

**ELIGIBILITY CRITERIA**

Successful completion of probation.

**REPORTING LINE**

|                       |                                |
|-----------------------|--------------------------------|
| <b>Reports to</b>     | Head of Department or delegate |
| <b>Interacts with</b> | Peers                          |
| <b>Supervises</b>     | N/A                            |

**WORKING CONDITIONS**

Normal hours with possibility to provide support in crisis situations after office hours or on weekends. Abnormal support may be required on roster basis.  
 In case of Control Centre there is a requirement to work on shift-basis in accordance with a pre-defined shift schedule as agreed with Management which may include night shift.

**APPENDIX I - SFIA SKILLS DEFINITION**

**SYSP System Software: Level 4** Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.

**ASUP Application Support: Level 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.

**ITOP IT Infrastructure: Level 4** Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments. Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.

**ITOP IT Infrastructure: Level 3** Carries out agreed operational procedures, including network configuration, installation and maintenance. Uses network management tools to collect and report on network load and performance statistics. 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.

**NTAS Network Support: Level 3** Identifies and resolves network problems following agreed procedures. Uses network management software and tools to collect agreed performance statistics. Carries out agreed network maintenance tasks.

**NTAS Network Support: Level 2** Assists in investigation and resolution of network problems. Assists with specified maintenance procedures.

**PBMG Problem Management: Level 4** Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.

**USUP Incident Management: Level 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.

**HSIN Systems Installation/Decommissioning: Level 3** Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.

**SLMO Service Level Management: Level 3** Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.

**AVMT Availability Management: Level 4** Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.

**CPMG Capacity Management: Level 4** Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to modify demand for a

particular resource or service.

**STMG Storage Management: Level 3** Performs regular high-performance, scalable backups and restores on a schedule and tracks offsite storage. Carries out documented configuration for allocation of storage, installation and maintenance of secure storage systems as per the agreed operational procedure (e.g. using replication software to allow resilience). Identifies operational problems and contributes to their resolution (e.g. monitoring SAN for disk failures and replacing). Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics.

**DCMA Facilities Management: Level 3** Monitors compliance against agreed processes and investigates, assesses and resolves incidents of noncompliance, escalating where necessary. Grants users required physical accesses and monitors and reports on overall access control.

**CFMG Configuration Management: Level 3** Applies tools, techniques and processes to track, log and correct information related to CIs, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use.

**RELM Release and Deployment: Level 4** Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.

**SCAD Security Administration: Level 3** Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges. Performs non-standard security administration tasks and resolves security administration issues.

**SCTY Information Security: Level 3** Communicates information security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to vulnerability assessments. Applies and maintains specific security controls as required by organisational policy and local risk assessments. Takes action to respond to security breaches in line with security policy and records the incidents and action taken.

**CHMG Change Management: Level 3** Develops, documents and implements changes based on requests for change. Applies change control procedures.

**DBAD Database Administration: Level 3** Uses database management system software and tools to collect agreed performance statistics. Carries out agreed database maintenance and administration tasks.

**APPENDIX II - ESCO DATABASE****Social Skills**

Working with Others - work as part of a team

- Accept constructive criticism
- Collaborate on tasks
- Foster social networks
- Give constructive criticism
- Share information
- Share opinions
- Share resources

**Attitudes and Values at Work**

Attitudes

- Demonstrated commitment – attend to detail, attend to quality, be curious, make an effort, meet commitments, persist, show enthusiasm, work efficiently, work independently
- Handles challenges – adapts to changes, build on experience, cope with pressure, deal with uncertainty, learn from mistakes, manage frustration

Values

- Follow ethical work practice – identify environmental impact, identify ethical issues, identify social impact, make ethical choices, reflect on own work practices
- Show respect – demonstrate tolerance, show consideration, show good manners, treat people fairly, work with different viewpoints

**Thinking**

Creative and Entrepreneurship

- Generate new ideas – anticipate needs, experiment, recognise opportunity, show originality, visualise completed work
- Turn new ideas into action – adapt implementation strategy, create implementation strategy, produce original work

Critical thinking

- Examine evidence – check facts, consider alternative views, consider impact of judgement, critique reasoning, notice bias
- Explore issues – ask key questions, draw conclusions, explain reasoning, identify live topics, identify patterns, make judgements, question assumptions, recognise connections

Learning

- Manage learning process – monitor learning process, plan learning, use different learning strategies
- Manage the learning self – prioritise learning tasks, reflect on learning process

Planning own work

- Follow plan – monitor progress
- Manage time – work out time line
- Sets target – identify tasks

Problem Solving

- Analyse the problem – examine causes of problem, explore context of problem, identify stakeholders involved
- Plan for action – devise strategy, prioritise actions, set goals
- Take action to solve the problem – coordinate actions, evaluate success, implement strategy, multi task, troubleshoot

**Communication**

## Non-verbal communication

- Respond to cultural differences
- Understands non-verbal cues – read different types of eye contact, read different types of touch, read facial expressions, understand gestures, understand postures, understand uses of personal space
- Use non-verbal cues – make appropriate use of eye contact, make appropriate use of personal space, make appropriate use of touch, use appropriate facial expressions, use appropriate gestures, use appropriate postures

## Verbal communication

- Spoken interaction – debating techniques, interrogating, negotiating, persuading
- Spoken production – presentation techniques