NATIONAL JUDICIAL STAFF SERVICES
JOB DESCRIPTION

Position Title: Service Desk Coordinator	**Reports to:** Director IT
Grade: NJS11	**Branch:** IT Service Desk
Approved Position No:	**Division:** Information Technology
Concept Position No: suspense	**Location:** Waigani
Date of creation/review:	**Hay score:**
Date of Secretary approval:	

1. PURPOSE OF POSITION

Reporting to the Director IT, the Service Desk Coordinator's role is to oversee all Information Technology Service Desk staff which includes Regional Technical Engineers and ensure that both internal and external customers are receiving the appropriate technology assistance. This includes the responsibility of managing all procedures related to identification, prioritization, and resolution of incidents as well as the monitoring, tracking and coordination of Service Desk functions. The Service Desk Coordinator ensures high levels of customer service quality and availability. The Service Desk Coordinator will also contribute to escalated problem resolution by giving in-person, hand-on support to end users when necessary.

KEY PERFORMANCE INDICATORS (KPIs)

1. Customer Support Ticket Resolution – Measure the number of hours required to resolve a customer support or help ticket.
2. User Support – Number of users the IT officer provides assistance for.
3. Frequency of Tracking Customer Satisfaction – Number of surveys and formal feedbacks that are documented in a year.
4. First response time (FRT) Timely response to clients – FRT measures the average time between the receipt of a customer inquiry to the initial communication made by a Service Desk Support.
5. Support Calls Resolved per Employee – Average number of service calls settled for every FTE per month.
6. Problem Resolution Time – Amount of time consumed to fix an issue.
7. Help Desk Support Coverage – Ratio of support desk personnel to the number of users assisted
8. Escalation of Failure Defects – Number of malfunctions and outages referred to technicians (escalation rate of client's complaints)
9. IT Training Budget – Percentage of IT budget dedicated to human resource training and development.
10. Backlog of Support Calls – Typical number of days for service calls in backlog at any period.
11. Communication ability that includes both verbal and written – Capacity to communicate in a confident and powerful way and the ability to write clearly and in a concise manner.

12. Effective listening skills – Capacity to actively interpret the knowledge imparted by the speaker and correctly receive and understand messages.
13. Active participation in Corporate and Divisional monthly meetings
14. Ability to ask for assistance or questions at the right time – Effective working techniques where queries are asked promptly, and help is requested as necessary to conduct work.
15. Ability to take responsibility for the allotted work – Being capable of working without supervision and the capacity to perform efficiently.
16. Email and Skype efficiency – timely and compelling replies to emails or skype messages.

MAIN TASKS

- Responsible for managing the first and second-line technical support for all IT applications and services across NJSS.
- Manage usage, disposable, compliance and inventory of assets including hardware, software, intellectual property, licenses and warranties.
- Oversee solutions repository and ensure top quality solutions are available to the staff.
- Work with a range of different suppliers to source IT equipment including purchasing subscriptions and services as requested and ensuring requisitions and purchase requests are progressed through the organizational financial systems in a timely manner.
- Develop, implement and oversee policies and procedures to ensure consistent service levels and quick resolutions.
- Oversee the preparation of all regular reporting and follow up on any incidents, trend analysis, call status and potential capacity management issues that require resolution accordingly.
- Support the Senior Management team in designing new or enhancing existing technical solutions to improve business efficiency and productivity at pace.
- Advise Management on situations that may require additional client support or escalation.
- Responsible for staffing capacity planning, ITSM Service Desk process design, performance analysis and developing proactive resolution plans.
- Train, Coach and provide support and guidance to the IT Service Desk team on all IT related issues through development plans, training and mentoring where possible.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications and establishing personal networks.
- Perform other duties as assigned.
- Provide direction in complex problem-solving situations and participate in direct interaction with technical resources when required.

2. REPORTING AND WORK RELATIONSHIP

External Clients	Internal Clients
• Public • Lawyers • Other Government Departments • Suppliers/Vendors • Other Courts and Jurisdictions	• Judges • Secretary, Registrar • NJSS Managers • Corporate Services • Registry Staff • PNGCJE Staff

3. COMPETENCIES

Educational qualifications	• Bachelor's Degree in Computer Science, Information Technology, Business Administration or related field • At least minimum of 3 Industrial Certifications • Certificate in ITIL, Microsoft is advantageous
Essential Experience	• 5 years of help desk/service desk experience required • Minimum of 3 years work experience in a lead, supervisor or manager role • Extensive infrastructure and application support experience using SysAid or other Helpdesk ticketing systems • Experience with current Microsoft desktop and server operating systems and Office products
Knowledge	• Extensive knowledge and support experience with common productivity applications • Extensive knowledge of computer hardware, including PCs, telephone/PABX System and network equipment • Familiarity and practical application of advanced principles of ITIL/ITSM
Personal Qualities/Skills	• Strong customer service orientation • Proven analytical and problem-solving abilities • Ability to effectively prioritize and execute tasks in a high-pressure environment • Good written, oral and interpersonal communication skills • Exceptional interpersonal skills with a focus on listening and questioning skills • Ability to present ideas in business-friendly and user-friendly language • High self-motivated and directed • Keen attention to detail • Team-oriented and skilled in working within a collaborative environment

4. PERFORMANCE MEASURES

In accordance with the NJSS Admin Order 4 on Employment Regulations guide this role will be measured and appraised on a six (monthly bases) on the following:

1. Time Management
2. Work Priority
3. Organized skills with the ability to multi-task
4. Customer service orientation
5. Attention to detail and problem-solving skills
6. Tact, discretion and diplomacy
7. Stress tolerance
8. Assertiveness
9. Flexibility
10. Proactive and creative
11. Confidentiality
12. Interpersonal skills
13. Negotiation skills
14. Good communication, customer service and relationship building
15. Teamwork
16. Planning and organization
17. Safety
18. General appearance
19. Attendance
20. Punctuality

I acknowledge receipt of this Job Description and agree that the duties and the responsibilities are consistent with the requirements of the role. I agree to be bound by all relevant legislation and the Code of Conduct whilst performing my duties.		
EMPLOYEE NAME:	**SIGNATURE:**	**DATE:**
MANAGER NAME:	**SIGNATURE:**	**DATE:**