


111.11000 - Technical Peer Support (TPS)

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111.11000 Technical Peer Support (TPS) - Overview

Technical Peer Support (TPS) staff members provide technical assistance and Quality On Line (QOL) checking, to Smart Centre Call Channel Customer Service Officers (CSOs). TPS is provided locally by each Smart Centre (Call) utilising highly skilled staff from their site.

The ongoing management, selection and scheduling of TPS will take place locally. Staff acting in a TPS role will be expected to:

- Provide Technical assistance to all staff onsite
- Manage supervisor calls (technical based)
- QOL work submitted by their site

The AUX code of 110619 - 'Technical Peer Support' is to be used by staff when undertaking the above TPS duties.

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[Quality On Line \(QOL\) checking in the Smart Centre Call Channel network](#)

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Procedure last issued 2014/02/03, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.

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