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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services/ myWorkZone / Enabling Technologies | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | 50012172 | |
| **ANZSCO Code** | 261111 | |
| **PCAT Code** | 1226192 | |
| **Date of Approval** | 29 July 2024 | **Ref: MWZ 006** |
| **Agency Website** | www.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

**Agency Overview**

The Department of Communities and Justice (DCJ) is the lead agency in the Communities and Justice Portfolio.  Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system, increasing access to social and affordable housing, protecting children and families, addressing domestic and family violence, promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion. By providing services that are effective and responsive to community needs, DCJ benefits the whole community.

# Primary purpose of the role

The Reporting and Analytics Developer is responsible for developing technology solutions and mapping business requirements to systems/technical requirements to ensure they align with the enterprise integration architecture.

Within this role to deliver the initiatives and deliverables in relation to integration with extensive SAP experience, particularly from an ERP perspective within a range of prior significant ERP implementations, will provide independent, analytical, and strategic input to the leadership and advice within the MyWorkZone and also support the roll-out of S4/Hana centralised solution and migration from multiple SAP legacy systems and agency-specific systems.

# Key Accountabilities

* Review, interpret and respond to detailed business requirements specifications to ensure alignment between customer expectations and current or future ICT capability.
* Define and design technology solutions within the agreed-upon enterprise integration architecture to assist the business in meeting its objectives.
* Develop, implement, and test the reporting solutions and report on delivery commitments to ensure they are implemented as expected and within the agreed-upon timeframes.
* Participate in development/configuration or coordinate the implementation with internal IT Teams and selected vendors. This includes delivering central integration components and components to be integrated into business applications.
* Lead the collaborative creation and iteration of viable specifications and acceptance criteria in preparation for implementing and testing application integration across the landscape.
* Work within a team environment to plan, implement and test releases and changes. Work closely with the various deployment and product teams to test system functionality, enhancements and other changes required for release into production.

# Key challenges

* Identify system, infrastructure and project interdependencies and balance competing demands to achieve deliverables.
* Work with stakeholders with conflicting priorities to achieve the desired outcomes.
* Operating in a complex organisation undergoing significant structural and service delivery reform, innovative specialised strategies are needed to deliver successful and sustainable services.
* Applying technical expertise and monitoring technical practice within a rapidly changing environment whilst maintaining a commitment to achieving business objectives.
* Build and maintain a comprehensive knowledge and understanding of the integration Solution, Integration with the Platform, and development requirements within MyWorkZone and ensure that the capability is maintained across the internal teams and outsourced service providers.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Inform the manager about the agreed architecture. * Escalate issues, keep informed, advise and receive instructions |
| Work team | * Work collaboratively to contribute to achieving multiple team’s business outcomes. * Participate in meetings to obtain the work group perspective and share information |
| Clients/customers | * Resolve and provide solutions to issues * Develop and document solution requirements |
| **External** |  |
| Vendors / Suppliers | * Evaluate options for solutions and services * Incorporate external requirements and features in solution designs |

# Role dimensions

## Decision making

The Reporting and Analytics Developer needs to make decisions supported by application design and development to improve business outcomes.

The role:

* Provides input into commissioning and develops application architecture roadmaps to meet short-term (tactical) and long-term (strategic) requirements as related to myWorkZone.
* Select and apply effectively appropriate design standards, methods, and tools consistent with agreed-upon enterprise and solution architectures.
* Provides technical advice and subject matter expertise regarding the design, development and optimisation of the Department’s applications to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology.

Refer to the financial and/or administrative delegations for this role.

## Reporting line

Reports to the Manager Reporting

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key Knowledge & Experience

Proven experience in a complex, integrated, multi-business unit heterogeneous environment. Experience aligning the SAP landscape and technical solution options with functional requirements.

* Experience in managing delivery and outcomes from a service provider with a particular focus on transitioning into support from projects, putting in place service improvement plans and executing them, ensuring that quality support is delivered and ensuring the right KPIs are being measured and are reflected in executive dashboards.
* Demonstrated extensive experience working at a level in managing a broad range of administrative services in a large complex organisation and expertise in managing a demanding customer service environment.
* Experience in SAP Cloud Environment, SAP Analytics Cloud (SAC), Data Integration, S4/HANA, NetWeaver ABAP & JavaScript, SAP BW (Business Warehouse) and SAP BW/4HANA, SAP BusinessObjects, IDocs, RFCs, BAPIs, and Web Services, SAP Web IDE, Eclipse with ABAP Development Tools (ADT), ABAP CDS (Core Data Services), Transport management products, plus knowledge of SAP Cloud components such as SAP Mobility Platform, SAP Fiori, and third-party products such as ReadSoft.
* Strong interpersonal, influencing, negotiation, written and oral communication skills to lead stakeholders and senior and/or executive levels with proven success in communicating effectively across all levels of the organisation and in federated operating environments.
* Excellent coordination, communication, team skills, and flexibility to adapt to change.

# Essential requirements

* Tertiary qualifications in information technology or equivalent experience.
* Ability to provide advice for large SAP implementations by delivering appropriate design material to outsource partners and then managing them as they implement these designs to create highly available and disaster-tolerant SAP landscapes.
* Ability to review complex documents detailing design, impact, risk, and deployment plans from partners, provide feedback and guidance when gaps are identified, and then communicate the value of a technical change to business stakeholders when planned outages are required.
* Demonstrated ability to manage time and prioritise projects to meet deadlines. Strong written and verbal communication skills to effectively relate data to coworkers.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | |  | **Behavioural indicators** | | **Level** | |
| Personal Attributes logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | | | Adept | |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences * Clearly explain complex concepts and arguments to individuals and groups * Create opportunities for others to be heard, listen attentively and encourage them to express their views * Share information across teams and units to enable informed decision making * Write fluently in plain English and in a range of styles and formats * Use contemporary communication channels to share information, engage and interact with diverse audiences | | | Adept | |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues * Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others * Take account of the wider business context when considering options to resolve issues * Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements * Implement systems and processes that are underpinned by high- quality research and analysis * Look for opportunities to design innovative solutions to meet user needs and service demands * Evaluate the performance and effectiveness of services, policies and programs against clear criteria | | | Advanced | |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Champion the use of innovative technologies in the workplace * Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies * Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes * Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes * Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | | | Advanced | |
| Business Enablers logo | **Project Management**  Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits * Prepare clear project proposals and accurate estimates of required costs and resources * Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements * Identify and evaluate risks associated with the project and develop mitigation strategies * Identify and consult stakeholders to inform the project strategy * Communicate the project’s objectives and its expected benefits * Monitor the completion of project milestones against goals and take necessary action * Evaluate progress and identify improvements to inform future projects | | | Adept | |

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/occupation-specific/occupation-specific>

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| **Focus Occupation Specific Capabilities** | | | |
| SFIA logo | **Capability name**  Capability description | **Capability Set** | **Level** |
| **Strategy & Architecture, Technical Strategy & Planning, Solution Architecture**  The design and communication of high-level structures to enable and guide the design and development of integrated solutions that meet current and future business needs. In addition to technology components, solution architecture encompasses changes to service, process, organisation, and operating models. The provision of comprehensive guidance on the development of, and modifications to, solution components to ensure that they take account of relevant architectures, strategies, policies, standards and practices (including security) and that existing and planned solution components remain compatible. | Leads the development of solution architectures in specific business, infrastructure or functional areas.  Ensures that appropriate tools and methods are available, understood and employed in architecture development.  Within a change programme, leads the preparation of technical plans and, in liaison with business assurance and project staff, ensures that appropriate technical resources are made available.  Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly. | **Level 5 – ARCH** |
| **Development & Implementation, Systems Development, System Design**  The design of systems to meet specified requirements, compatible with agreed systems architectures, adhering to corporate standards and within constraints of performance and feasibility. The identification of concepts and their translation into a design which forms the basis for systems construction and verification. The design or selection of components. The development of a complete set of detailed models, properties, and/or characteristics described in a form suitable for implementation. The adoption and adaptation of systems design lifecycle models based on the context of the work and selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. | Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively.  Designs large or complex systems. Undertakes impact analysis on major design options and trade-off.  Makes recommendations and assesses and manages associated risks.  Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology.  Ensures that the system design balances functional and non-functional requirements.  Contributes to development of systems design policies and standards and selection of architecture components. | **Level 5 – DESN** |



NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](https://www.sfia-online.org/en)Foundation website by registering as a corporate user via their NSW Government email address.

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
| --- | --- | --- | --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |

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| **Complementary Occupation Specific Capabilities** |

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| --- | --- | --- | --- |
| SFIA logo | **Capability name** | **Description** | **Level** |
| Strategy & Architecture, Business Strategy & Planning, Innovation | The capability to identify, prioritise, incubate and exploit opportunities provided by information, communication and digital technologies. To develop and implement processes, tools and infrastructures to support innovation. To involve internal and external communities, employees, commercial partners, customers, users and other stakeholders in the innovation process. To provide governance, monitoring to, and reporting on, the innovation process. | Level 5 - INOV |