

# ROLE DESCRIPTION

## Network Administrator

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corporate Services/Information and Digital Services/Infrastructure Operations & End User Services	
Location	TBA	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBA	
ANZSCO Code	313112	
PCAT Code	1226063	
Date of Approval	18 December 2019	Ref: IDS027
Agency Website	<a href="http://www.dcj.nsw.gov.au">www.dcj.nsw.gov.au</a>	

***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 under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

### Primary purpose of the role

The Network Administrator is responsible for moderate complexity installations, monitoring and maintenance of the organisation's hardware and software associated with ICT data, the network and voice services.

### Key accountabilities

- Ensure organisation network documentation is current at all times and perform moderate complexity installations, undertake network monitoring and analysis, performance tuning and troubleshooting to maintain network performance to meet user demand.
- Perform operational procedures, including network access, control, evaluations and tasks reliably and consistently to reduce the risk of unplanned outages and deliver services in accordance with agreed Service Level Agreements (SLAs).
- Assign incidents and service requests to support staff within assigned area of responsibility, balancing work allocation in accordance with priority and urgency to ensure resolution in line with agreed SLAs.
- Perform incident restoration and initiate and undertake problem management processes to identify root cause of service failures. Implement remedies and/or preventative measures to resolve service issues and maximise service availability.

- Validate, confirm and audit that Asset and/or Configuration Item (CI) records currency is maintained in an agreed upon repository and accurate.
- Verify that network links and data centre infrastructure are correctly sized and operating to agreed Service Levels by undertaking network systems health checks and performance analysis.
- Maintain network and voice equipment to standards by managing the hardware and software lifecycle. This includes performing upgrades and replacements on the fleet of Routers, Switches, Load Balancers, VOIP systems and Security Infrastructure.
- Perform system administration for system administration, firewall, load balancers and web proxies, including rule updates and investigation of access requests.

### Key challenges

- Maintaining an awareness of network security threats, vulnerabilities and risks associated with network management.
- Being responsive to requests for support whilst delivering against agreed activities and objectives.

### Key relationships

Who	Why
<b>Internal</b>	
Line Manager	<ul style="list-style-type: none"> <li>• Report directly to Line manager</li> <li>• Escalate issues, seek direction, advice and support</li> <li>• Provide information and feedback</li> </ul>
Team Members	<ul style="list-style-type: none"> <li>• Provide information and advice</li> <li>• Provide an effective and valuable two way liaison</li> </ul>
Other DCJ Divisions	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Resolve and provide solutions to issues</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
Corporate Services, ICT	<ul style="list-style-type: none"> <li>• Participate in projects, either as an assigned resource or in solution consultation</li> </ul>
DCJ Districts and Clusters	<ul style="list-style-type: none"> <li>• Liaise to ensure consistent engagement with service delivery planning and service providers</li> <li>• Resolve and provide solutions to issues</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
<b>External</b>	
Non-government Organisations	<ul style="list-style-type: none"> <li>• Engage with service providers</li> </ul>
Community	<ul style="list-style-type: none"> <li>• Engage with service providers and client groups</li> </ul>

## **Role dimensions**

### **Decision making**

The role:

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
- As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

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

### **Reporting line**

See divisional structure and supplementary material.

### **Direct reports**

Nil

### **Budget/Expenditure**

Nil

## **Essential requirements**

- This role may require participation in an on-call and/or after hours work roster to ensure service continuity to clients or maintenance activities outside normal business hours.
- A valid driver's licence may be required to travel to and from the Data Centre and on site client support.

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](#) 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	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>Take responsibility for delivering high-quality customer-focused services</li> <li>Design processes and policies based on the customer's point of view and needs</li> <li>Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 Relationships	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams</li> </ul>	Adept

## FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	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>

## Focus Occupation Specific Capabilities

 SFIA	Capability name	Capability Set	Level
	Capability description		
	<b>Delivery &amp; Operation, Service Operation, Network support</b> The provision of network maintenance and support services. Support may be provided both to users of the systems and to service delivery functions. Support typically takes the form of investigating and resolving problems and providing information about the systems. It may also include monitoring their performance. Problems may be resolved by providing advice or training to users about the network's functionality, correct	<ul style="list-style-type: none"> <li>Identifies and resolves network problems following agreed procedures.</li> <li>Uses network management software and tools to collect agreed performance statistics.</li> <li>Carries out agreed network maintenance tasks.</li> </ul>	Level 3– NTAS

operation or constraints, by devising work-arounds, correcting faults, or making general or site-specific modifications.



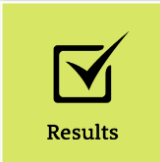


NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.


## 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	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	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

## COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

## Complementary Occupation Specific Capabilities

Capability name	Description	Level
		



Delivery & Operation, Service Operation, Incident Management	The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress towards service restoration.	Level 4 – USUP
Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	The installation, testing, implementation or decommissioning and removal of cabling, wiring, equipment, hardware and associated software, following plans and instructions and in accordance with agreed standards. The testing of hardware and software components, resolution of malfunctions, and recording of results. The reporting of details of hardware and software installed so that configuration management records can be updated.	Level 4 – HSIN
Delivery & Operation, Service Operation, Security administration	The provision of operational security management and administrative services. Typically includes the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation.	Level 4 – SCAD
Delivery & Operation, Service Operations, Problem Management	The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.	Level 4 - PBMG
Delivery & Operation, Service Design, Service Level Management	The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.	Level 3 - SLMO

Delivery & Operation, Service Transition, Configuration Management	The planning, management, control and governance of organisational, project and service assets and artefacts. The identification, classification and specification of configuration items (CIs) and their inter-relationships. Identifying the configuration and version of source code, software, systems, documents and service dependent CIs at distinct points in time. Systematically controlling changes to the configuration and maintaining the integrity and traceability of the configuration throughout the project, system and/or service life cycle. Identifying and documenting the functional and physical characteristics of CIs, controlling changes to those characteristics, recording and reporting change processing and implementation status. Verifying and auditing CIs for data quality and compliance with specified internal and external requirements.	Level 3 - CFMG
Relationship & Engagement, Stakeholder Management, Relationship Management	The systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. Gains commitment to action through consultation and consideration of impacts. Design the relationship management approach to be taken; including roles and responsibilities, governance, policies, processes, and tools, and support mechanisms. Creatively combines formal and informal communication channels in order to achieve the desired result.	Level 4 - RLMT
Strategy and Architecture, Business Strategy and Planning, Business Risk Management	The planning and implementation of organisation-wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate disposal of materials, hardware or data.	Level 4 BURM
Delivery & Operation, Service Transition, Change Management	The management of change to the service infrastructure including service assets, configuration items and associated documentation. Change management uses requests for change (RFC) for standard or emergency changes, and changes due to incidents or problems to provide effective control and reduction of risk to the availability, performance, security and compliance of the business services impacted by the change.	Level 4 CHMG