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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services/Information and Digital Services/Various | |
| **Location** | TBA | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | Generic | |
| **ANZSCO Code** | 5121111 | |
| **PCAT Code** | 1126068 | |
| **Date of Approval** | 18 December 2019 | **Ref: IDS069** |
| **Agency Website** | www.justice.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 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 System Administrator provides functional, technical and system administration support and advice to users across multiple locations, platforms and technologies and guides the activities of Technical Support Officers responsible for the operational maintenance of the organisation’s ICT environment.

This role applies across multiple technology streams and will be used for System Administrators of Servers, Storage, Back-up and Recovery, Field Services, Application Packaging, and Application Support. All areas of the role description are generic to these roles except the additional SFIA capabilities marked as “Role-Specific”.

# Key accountabilities

* Assign incidents and service requests to support staff within assigned area of responsibility, balancing work allocation in accordance with priority and urgency. Ensure resolution in line with agreed Service Level Agreements (SLAs).
* Undertake complex incident restoration and initiate problem management processes to identify root cause of service failures. Implement remedies and/or preventative measures to resolve service issues and maximise service availability.
* Ensure system access rights and privileges are reviewed regularly for assigned systems and compliance evidence documented. Investigate identified security breaches in accordance with established procedures and recommend preventive actions.
* Validate, confirm and audit Asset and/or Configuration Item (CI) records to ensure it is maintained in the agreed upon repository and accurate.
* Develop, review and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages and promote and ensure the use of agreed upon methods, tools and reference material to drive efficiency and consistency within the team.
* Manage set-up activities for large-scale or complex configuration changes or deployments to the organisation’s information systems to comply with operational requirements.
* Analyse and report on the performance of assigned systems and applications to guide owners in the development of business cases for necessary upgrades or decisions that will reduce issues and/or eliminate adverse impacts on service delivery.
* Monitor service delivery performance metrics and liaise with stakeholders and customers to ensure that SLAs are not breached.

# Key challenges

* Developing and maintaining detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services
* Balancing multiple high priority demands between Business As Usual workload and staff assignment request for priority projects that require environment knowledge.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Report directly to Line manager * Seek direction, advice and support * Provide information and feedback |
| Team Members | * Provide information and advice * Provide an effective and valuable two way liaison |
| Other DCJ Divisions | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| Corporate Services, ICT | * Participate in projects, either as an assigned resource or in solution consultation |
| Districts and Clusters | * Liaise to ensure consistent engagement with service delivery planning and service providers * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| **External** |  |
| Non-government Organisations | * Engage with service providers |
| Community | * Engage with service providers and client groups |

# 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

* Tertiary qualifications in a related discipline or equivalent knowledge, skills and experience with the applicable technology platform, with demonstrated commitment to ongoing professional development
* 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 license 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](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 | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so * Act professionally and support a culture of integrity * Identify and explain ethical issues and set an example for others to follow * Ensure that others are aware of and understand the legislation and policy framework within which they operate * Act to prevent and report misconduct and illegal and inappropriate behaviour | | | Adept | |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English * Clearly explain and present ideas and arguments * Listen to others to gain an understanding and ask appropriate, respectful questions * Promote the use of inclusive language and assist others to adjust where necessary * Monitor own and others’ non-verbal cues and adapt where necessary * Write and prepare material that is well structured and easy to follow * Communicate routine technical information clearly | | | Intermediate | |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services * Design processes and policies based on the customer’s point of view and needs * Understand and measure what is important to customers * Use data and information to monitor and improve customer service delivery * Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers * Maintain relationships with key customers in area of expertise * Connect and collaborate with relevant customers within the community | | | Adept | |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | | | Intermediate | |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate * Monitor compliance with cyber security and the use of technology policies * Identify ways to maximise the value of available technology to achieve business strategies and outcomes * Monitor compliance with the organisation’s records, information and knowledge management requirements | | | Adept | |
| 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** |
| **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 appraised of progress towards service restoration. | 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. | Level 4– USUP |
| **Delivery & Operation, Service Operations, Problem Management**  The resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents. | Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends. | Level 4- PBMG |



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 | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| 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 | Foundational |

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| **Complementary Occupation Specific Capabilities** |

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| --- | --- | --- | --- |
| SFIA logo | **Capability name** | **Description** | **Level** |
| 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 |
| 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 Operation, Application support *(role specific)* | The provision of application maintenance and support services, either directly to users of the systems or to service delivery functions. Support typically includes investigation and resolution of issues and may also include performance monitoring. Issues may be resolved by providing advice or training to users, by devising corrections (permanent or temporary) for faults, making general or site-specific modifications, updating documentation, manipulating data, or defining enhancements Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support. | Level 4 – ASUP |
| Development and Implementation, Installation and Integration, Systems Installation/Decommissioning *(role specific)* | 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 |
| Development and Implementation, Installation and Integration, Porting/Software Integration *(role-specific)* | The configuration of software products into new or existing software environments/platforms. | Level 3 PORT |
| Delivery & Operation, Service Operation, Storage Management *(role-specific)* | The planning, implementation, configuration and tuning of storage hardware and software covering online, offline, remote and offsite data storage (backup, archiving and recovery) and ensuring compliance with regulatory and security requirements. | Level 3 STMG |
| 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 |
| Relationships & 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 |