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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 9/10 | |
| **Role Number** | Generic | |
| **ANZSCO Code** | 262113 | |
| **PCAT Code** | 1226891 | |
| **Date of Approval** | 18 December 2019 | **Ref: IDS034** |
| **Agency Website** | [www.dcj.nsw.gov.au](http://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 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**

Provide high quality customer support and expert functional, technical and system administration support and advice to users across multiple locations, platforms and technologies and guides the activities of Technical Support Administrators responsible for the operational maintenance of the organisation’s ICT environment.

**Key accountabilities**

* Collect and analyse operational data to identify emerging trends, undertake proactive problem resolution and complex problem analysis to maintain system performance and meet defined Service Levels.
* Reduce operational risk and improve availability of the ICT systems by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to.
* Undertake complex incident restoration, identifying root cause of service failures, and implement remedies and/or preventative measures to resolve service issues and keep clients informed.
* Take ownership and act as Technical Lead/Interface in the restoration of critical and major incidents and provide appropriate updates and reporting in accordance with agreed procedures.
* Develop, review and maintain operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages.
* Manage set-up activities for large-scale or complex configuration changes or deployments and ensure systems related information, system interfaces, integrations, hardware and software requirements are mapped and current and updated/referenced in the Asset and/or Configuration Item (CI) records in agreed Configuration Management Database (CMDB).
* Monitor service delivery performance metrics to ensure Service Levels are met and liaise with stakeholders and customers to ensure they are consistently informed on actions and status of their request.
* Maintain ICT equipment to standards by managing the hardware and software lifecycle, including planning replacement cycles, performing upgrades and replacements on the fleet and evaluating new system hardware and software solutions and emerging technologies.
* Assess the impact of changes to systems, applications and infrastructure, consult on sourced solution proposals, and review solution designs for resilience, redundancy and appropriate failover capability to assure maximum service availability.
* Undertake activities that mitigate and address risk audit findings to reduce risk in areas of non-compliance.

**Key challenges**

* Managing the provision of proactive and reactive support to ensure strategic and tactical objectives are aligned.
* Ensuring required controls are adhered to without compromising responsiveness or availability.

**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 |
| DCJ 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 |
| Third Party Vendors | * Referral and escalation of incidents (under commercial support agreements) * Conduct service management reviews, obtain product updates and procurement/contract/monitoring activities |
| Community | * Engage with service providers and client groups or specialist industry or whole of government communities of practice |

**Role dimensions**

## Decision making

The role:

* Carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management
* Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.
* Determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.
* Ensures recommendations are based on sound evidence, but 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 internal stakeholders across the Department as well as externally to Ministerial level.
* As necessary, consults with management 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

See divisional structure and supplementary material.

## 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 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](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 | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | * Be flexible, show initiative and respond quickly when situations change * Give frank and honest feedback and advice * Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately * Raise and work through challenging issues and seek alternatives * Remain composed and calm under pressure and in challenging situations | | | Adept | |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | | 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 | * 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 | |
| People Management logo | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks * Look for ways to develop team capability and recognise and develop individual potential * Be constructive and build on strengths by giving timely and actionable feedback * Identify and act on opportunities to provide coaching and mentoring * Recognise performance issues that need to be addressed and work towards resolving issues * Effectively support and manage team members who are working flexibly and in various locations * Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected * Consider feedback on own management style and reflect on potential areas to improve | | | | Intermediate | |

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, System software**  The provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software. | * Evaluates new system software, reviews system software updates and identifies those that merit action. * Ensures that system software is tailored to facilitate the achievement of service objectives. * Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. * Ensures that operational documentation for system software is fit for purpose and current. * Advises on the correct and effective use of system software. | **Level 5 – SYSP** |
| 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. | * Develops implementation plans for complex requests for change. * Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). * Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. * Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change. | **Level 5 – CHMG** |
| **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. | * Drafts and maintains procedures and documentation for applications support. * Manages application enhancements to improve business performance. * Advises on application security, licensing, upgrades, backups, and disaster recovery needs. * Ensures that all requests for support are dealt with according to set standards and procedures. | **Level 5 – ASUP** |



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 |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | 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 | Intermediate |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| 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 | 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 | Intermediate |
| 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 |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |

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| **Complementary Occupation Specific Capabilities** |

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| SFIA logo | **Capability name** | **Description** | **Level** |
| 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, 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. | Level 4 - USUP |
| Change & Transformation, Business Change Management, Requirements Definition and Management | The elicitation, analysis, specification and validation of requirements and constraints to a level that enables effective development and operations of new or changed software, systems, processes, products and services. The management of requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services. The negotiation of trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints. The adoption and adaptation of requirements management lifecycle models based on the context of the work and selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches. | Level 5 - REQM |
| Development and Implementation, Systems Development, Testing | The planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed process standards and industry specific regulations. The purpose of testing is to ensure that new and amended systems, configurations, packages, or services, together with any interfaces, perform as specified (including security requirements) , and that the risks associated with deployment are adequately understood and documented. Testing includes the process of engineering, using and maintaining testware (test cases, test scripts, test reports, test plans, etc) to measure and improve the quality of the software being tested. | Level 5 - TEST |
| 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. | Level 5 - PBMG |
| 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 4 - 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 5 - 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 5 BURM |
| 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 4 - 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 4 - STMG |
| Delivery & Operation, Service Operation, Facilities Management (role specific) | The planning, control and management of all the facilities which, collectively, make up the IT estate. This involves provision and management of the physical environment, including space and power allocation, and environmental monitoring to provide statistics on energy usage. Encompasses physical access control, and adherence to all mandatory policies and regulations concerning health and safety at work. | Level 5 - DCMA |