Role Description
System Analyst

Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Digital Transformation Branch
Location	Sydney, CBD
Classification/Grade/Band	Clerk Grade 7/8
Role Number	TBA
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	November 2024
Agency Website	http://www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS), Department of the Legislative Council (LC), and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, and the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the Heads of their respective House Departments. The House Departments are responsible for providing procedural advice to the Council and the Assembly, and their respective members, on parliamentary proceedings in each House and Committees; undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy & Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Audiovisual and Broadcast (AVB) Services, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provides services to all staff and Members across Parliament House. This includes the Financial Services & Governance Branch, People, Property & Security Branch, IT Services Unit and Planning and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The System Analyst Coordinator will support the analysis and requirements gathering for multiple programs of work that underpins Parliament's digital capabilities that support business and public engagement.

Key accountabilities

- Analyse, document, and refine business processes, systems, and functional requirements to align with organisational needs
- Support the development of business requirements and scope documentation for new technology initiatives, ensuring alignment with technical and operational goals
- Contribute to the creation of effective tender and tender evaluation documentation, adhering to NSW Government procurement guidelines
- Identify risks associated with technology implementation and integration and propose effective mitigation strategies
- Collaborate with project teams to ensure proposed solutions are technically sound and aligned with Parliament's business objectives
- Support the development of solutions that address challenges such as upgrading and transforming the existing websites
- Assist in creating detailed test scripts that align with specifications and support accurate solution testing
- Contribute to the development of business system strategies and the design of technical architectures.

Key challenges

- Translating technical and technically based concepts into the business context and obtaining support from stakeholders, project teams and operational staff
- Effectively working across multiple work streams within the constraints of time, quality and cost
- Collaborating with the IT Services team, Department of Parliamentary Services [DPS] teams and House department teams to determine requirements and validate user needs/designs often with conflicting preferences and priorities.

Key relationships

Who	Why
Parliamentary	
Internal	
Reporting Line Manager	▪ Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required. ▪ Provide support to achieve operational priorities, exchange information and contribute to decision making. ▪ Escalate issues, advise and receive instructions.
Project & work teams	▪ Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes ▪ Collaborate to achieve mutually satisfactory outcomes.
Stakeholders	▪ Develop and maintain effective relationships and partnerships
External	

Who	Why
External stakeholders	▪ Develop and maintain effective working relationships to leverage and enhance system analysis capability

Role dimensions

Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to line managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

Reporting line

The role will report to the Senior Business Analyst across two workstreams.

Direct reports

Nil

Key knowledge and experience

- 4 years' experience in systems analysis and specification
- Demonstrated documentation skills including the development of feature requirements, user stories and technical design documentation
- Ability to document business processes and align to system processes
- Relevant tertiary qualifications or industry certifications
- Understanding and experience with ICT policies, standards, and procedures.

Essential Requirements

- Tertiary qualification or equivalent work experience in IT or a related discipline
- Knowledge of following technologies .NET CMS, SQL and SharePoint

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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 www.psc.nsw.gov.au/capabilityframework/ICT

FOCUS CAPABILITIES

Capability Group/sets	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Adept	• 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 a high level of personal motivation
Relationships Communicate Effectively	Adept	• 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 • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Work Collaboratively	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations

		• Use collaboration tools, including digital technologies, to work with others
Results **Deliver Results**	Intermediate	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed
Results **Think and Solve Problems**	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers **Technology**	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation

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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability Group/sets	Capability Name	Level
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	**Adept**
	Manage Self	**Adept**
	Value Diversity and Inclusion	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational