Role Description
Support Engineer

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Operations Group/ITD/CISO/IDM
Role number	199176
Classification/Grade/Band	CL5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	599999
PCAT Code	1119192
Date of Approval	September 2024
Agency Website	education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Primary purpose of the role

The Support Engineer is part of a team responsible for the effective implementation and operations of technical based systems across the Department, to meet NSW Public Schools requirements.

Key accountabilities

- Undertake installation, maintenance, integration and upgrade projects in collaboration with key stakeholders, vendor representatives and other IT teams / experts, ensuring effective testing and validation of solutions
- Support the deployment of fixes and changes to ensure they integrate into the production environment
- Use work instructions and procedures to effectively and appropriately identify, categorise and prioritise user and technological issues
- Collaborate with internal and external partners in contributing to the resolution of complex technology problems

- Work with key stakeholders, vendor representatives, other IT teams and experts to ensure technological solutions meet business and user requirements
- Contribute to the development and maintenance of technical and support documentation to enhance operational efficiency.
- Ensure accurate records are maintained to comply with Departmental protocols

Key challenges

- Collaborating effectively with a wide range of internal and external stakeholders to ensure seamless delivery of ICT infrastructure whilst ensuring consistent, high quality and timely project delivery in accordance with the IT Directorate's endorsed project management methodology across teams and work sites
- Sustaining the integrity of current services while implementing new strategic initiatives.,
- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, software and technologies and where the complexity, size and scale of the operating environment continually challenges the technical capability boundaries of both internal and external suppliers

Key relationships

Internal

Who	Why
Manager IDAM SecOps	• Develop and receive assignments • Escalate issues, keep informed, advise and receive instructions • Receive performance feedback
Service managers and staff	• Build and maintain collaborative working relationships to resolve technical and/or service delivery issues • Share technical advice and subject matter expertise
Departmental managers and staff	• Liaise to ensure effective service / problem resolution • Provide technical advice and subject matter expertise
Cyber Operations Team	• Liaise effectively to ensure quality cyber security controls are in place • Response rapidly and prioritise cyber security incidents

Role dimensions

Decision making

Operates in a structured environment and makes decisions in accordance with established policies, procedures and guidelines. Consults with the Manager IDAM SecOps on sensitive, high-risk or business critical matters to agree decisions on a suitable course of action.

Reporting line

Manager IDAM SecOps.

Direct reports

Nil

Budget/Expenditure

Nil

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Key knowledge and experience

- Demonstrated knowledge in directory technologies and associated products
- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Industry certification in relevant technologies or equivalent industry experience.
- Demonstrated understanding of, and commitment to, the value of public education.

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

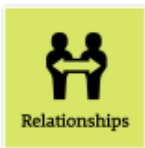| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	- Adapt existing skills to new situations - Show commitment to achieving work goals - Show awareness of own strengths and areas for growth, and develop and apply new skills - Seek feedback from colleagues and stakeholders - Stay motivated when tasks become difficult	Intermediate

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
Work Collaboratively Collaborate with others and value their contribution	• 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	Intermediate
Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	Intermediate
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

|	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	Delivery and operation – Technology Management	Systems installation and removal (HSIN) - Installs or removes system components using supplied installation instructions and tools. Conducts standard tests and contributes to investigations of problems and faults. Confirms the correct working of installations. Documents results in accordance with agreed procedures.	Level 2 - HSIN
SFIA	Delivery and operation Service Management	Incident management (USUP) - Provides first line investigation and gathers information to enable incident resolution and allocate incidents. Advises relevant persons of actions taken.	Level 3 - USUP

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.

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
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

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Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	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	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

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