

Role Description

Application Support Administrator



Cluster	Separate Agency
Agency	NSW Education Standards Authority
Division/Branch/Unit	Information & Communications Technology Directorate
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role number	B4582
ANZSCO Code	263212
PCAT Code	1536092
Date of Approval	July 2023
Agency Website	www.educationstandards.nsw.edu.au

Agency Overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](#).

Primary purpose of the role

The Application Support Administrator provides +technical application and system administration support for the day-to-day operations of ICT applications and/or systems to ensure that it is used in an efficient manner and in accordance with regulatory and legislative requirements.

Key Accountabilities

- Monitor, resolve application support queries and provide technical advice to stakeholders to ensure compliance and a quick resolution of any issues, triage, and resolution of incidents within service level agreements.
- Support resolution of technical risks and issues and provide support and problem resolution to minimise the impact of service outages and support the disaster recovery event.
- Utilise appropriate tools and methods to monitor systems and address support queries to ensure that systems are operating at optimum performance.
- Perform functional testing of the supporting applications by using available tools, maintain the defect registry, and produce test summary reports.
- Contribute to the development of training, support, and user documentation to facilitate operations and enable continuous improvement to knowledge management practices.
- Assist in the implementation of systems and processes to ensure fit for purpose, and alignment with all relevant rules and/or conditions, facilitating improved efficiencies and adhering to long-term strategies.
- Assist in ensuring application compliance with security, privacy, and best practices.

Key challenges

- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, technologies, platforms, and applications.
- Maximising the utilisation and value of technical capability in a changing technological and regulatory environment while maintaining the integrity of the service
- Ensuring support operations are effectively supported in a dynamic and complex working environment of competing priorities, diverse stakeholders and short time frames.
- Deliver effective testing outcomes against time, cost and quality pressures.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, receive guidance, instructions, and provide updates.• Participate in meetings and discussions to share information and provide input and feedback
Work team	<ul style="list-style-type: none">• Share information, consult, give, and seek advice.• Collaborate on projects and/or project-specific tasks.• Act as the subject matter expert where appropriate• Maintain effective working relationships to promote collaboration

Who	Why
Clients/Customers/Vendors	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication. • Address/respond to queries where possible or redirect relevant party for review and resolution. • Contribute to a client-focused approach to service delivery. • Manage the flow of information, seek clarification, and provide customer-focused advice and responses to ensure prompt resolution of issues
Clients/Customers/Vendors	<ul style="list-style-type: none"> • Provide a client-focused approach to service delivery. • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues. • Resolve and provide solutions to issues

Role dimensions

Decision making

Decisions are made in accordance with the NESAs and/or Directorate-documented policies and procedures including the Code of Ethics and Conduct. This role exercises some autonomy within defined parameters of the agreed scope of work and refers to the Manager, any decisions requiring significant variations to agreed outcomes.

Reporting line

Manager/Product Owner/Lead based on the program allocation.

Direct Reports

Nil

Budget

Nil

Essential requirements

- Tertiary qualifications/certifications in a relevant field and/or demonstrated working experience in a similar industry.
- Prior experience in Application administration and support, producing technical support documentation and procedures and contributing to enhancing the support procedures.
- It is highly advantageous to have proficiency in SQL and any scripting language.





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 utilizes an occupation-specific capability set that contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Delivery and Operation, Service Operation, Application Support	Level 3 – ASUP
	Delivery & Operations – Service Operation Incident Management	Level 3 – USUP

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioral Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change. Offer own opinion and raise challenging issues. Listen when ideas are challenged and respond in a reasonable way. Work through challenges Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Delivery and Operation, Service Operation, Application Support	Level 3 – ASUP	<ul style="list-style-type: none">• Follows agreed procedures to identify and resolve issues with applications.• Uses application management software and tools to collect agreed performance statistics.• Carries out agreed applications maintenance tasks.
Delivery & Operation Service Operation	Level 3 – USUP	Incident Management <ul style="list-style-type: none">• Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate.• Maintains records and advises relevant persons of actions taken.