

Role Description

Manager IT Client Infrastructure

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Information Technology/ Infrastructure / Client Systems
Classification/Grade/Band	Clerk 11/12
Kind of Employment	Ongoing
Role Number	52017637
ANZSCO Code	135199
PCAT Code	1226292
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime

Primary purpose of the role

The Manager IT Client Infrastructure is responsible for the technical design, implementation and support of the IT client infrastructure used within the organisation. The role provides leadership and the technical direction to infrastructure engineers, whilst working with the business and architecture teams to define and implement desktop devices, printing and scanning solutions, Microsoft Office 365, SharePoint, Exchange/Outlook messaging systems and related client device elements.

Key accountabilities

- Lead and approve the technical design and lifecycle of multiple technologies and platforms including client device imaging, printer and scanning solutions, automation systems and SharePoint, Exchange and Office365 portal systems to ensure the client infrastructure platform integrates with the organisation's systems and delivers maximum benefit while minimising adverse impact.
- Strategically and technically design and support complex Microsoft SharePoint, OneDrive, Exchange and Office productivity systems to improve the mobility capability of the organisation while enhancing the tools used to accommodate the activity based working strategy.
- Manage timely refresh projects making use of internal and external resources to ensure installations are completed (time, cost and quality) and documented to minimise adverse business impact and maximise positive business outcomes

- Manage hardware and software contracts, microsoft and other client system related licencing models, and assets to ensure all configuration items are accounted, budgeted and refreshed in a timely manner to minimise outages and user impacts.
- Keep up to date with technological and procurement changes in the IT industry and engage with partners in order to make use of new technologies to improve the automation of infrastructure and the delivery of new features to support end-user productivity.

Key challenges

- Constructive strategic and technical management of a diverse range of hardware and software products, projects and conflicts across multiple platforms and technologies, balancing the needs of customers with the strategic architecture and operational/delivery timeframes and organisational efficiency
- Keeping abreast of industry changes while maintaining technical expertise in client related technology solutions to lead the design and delivery for continuous improvement in order to enhance customer productivity

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> • Inspire and motivate team, provide technical and strategic direction and manage performance • Provide technical team direction in the development of solution designs and management of incidents, reviewing and signing off approvals for technical changes • Guide, support, coach and mentor team members • Review the work and proposals of team members • Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/Customers	<ul style="list-style-type: none"> • Resolve and provide solutions to issues • Work with internal stakeholders to determine the strategic direction of IT in the organisation so that future architecture requirements are adaptive, scalable, predictive, secure, responsive and accessible
External	
Vendors	<ul style="list-style-type: none"> • Procure contingent expertise, installation services software licenses and hardware • Manage vendor relationships.

Role dimensions

Decision making

- Has independence and autonomy to manage work.
- Oversees the reform of client systems in the organisation and includes reviewing existing arrangements, strategic and technical detailed planning for future needs and positioning the organisation to take advantage of new and innovative technologies
- Make decisions related to service technical changes
- Manages major client device and printer replacement programs and remedial field replacements and support.
- Responsible for maintaining records and tracking client/printer related hardware and software assets.
- The role is responsible for the relationship management of Microsoft engagement which includes annual renewals and internal consultancy with stakeholders.
- Having the technical capability, the role provides coverage during absences of the desktop, SharePoint and Messaging engineer roles

Reports: Director IT Infrastructure

Direct reports: Six (6)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Proven experience and ability to technically administer client device imaging and automation systems.
2. Proven ability to technically administer SharePoint, OneDrive, Exchange Email, Teams conferencing and Office365 portal systems along with knowledge and experience managing Microsoft and other client system related licensing models.
3. Extensive experience in the design and management of client operating systems and client hardware, messaging and collaboration systems, workgroup printing and software licensing in a complex distributed LAN/WAN environment

Essential requirements

1. Tertiary qualifications in an IT related field or equivalent relevant experience

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • 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	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate and include contingency provisions • Monitor the progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately • Consider the implications of a wide range of complex issues and shift business priorities when necessary • Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning 	Advanced

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural Indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> 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	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	Advanced
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management Develop well-written, well-structured procurement documentation that clearly sets out the business requirements Monitor procurement and contract management processes to ensure they are open, transparent and competitive Be aware of procurement and contract 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
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- management risks, and actions to manage or mitigate risk in monitoring contract performance
- Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles
- Escalate procurement and contract management issues, where required


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups 	Advanced
 People Management	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks 	Adept
	Optimise Business Outcomes Manage people and resources effectively to achieve public value	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
		<p>people of diverse cultures, backgrounds and experiences</p> <ul style="list-style-type: none"> • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions <p>Keep others informed about progress and performance outcomes</p>	

FOCUS CAPABILITIES - Occupation specific capability set


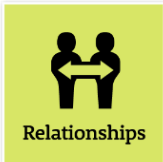



Capability group/sets	Capability name	Description	Level
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	<ul style="list-style-type: none"> • Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made. 	Level 5 – HSIN
	Service Management, Service Strategy, IT Management	<ul style="list-style-type: none"> • Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance. Provides technical management of an IT operation, ensuring that agreed service levels are met and all relevant procedures are adhered to. Schedules and supervises all maintenance and installation work. Ensures that operational problems are identified and resolved. Provides appropriate status and other reports to specialists, users and managers. Ensures that operational procedures and working practices are fit for purpose and current. 	Level 5 - ITMG

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	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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	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	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept

COMPLEMENTARY CAPABILITIES - Occupation specific capability set

Capability group/sets	Capability name	Description	Level
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools		Level 5 - METL
	Procurement and Management Support, Supply Management, Supplier Relationship Management		Level 5 - SURE