

Role Description

Senior Application Analyst



Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Information Technology - IT Digital Learning
Role number	203886
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	261311
PCAT Code	3116492
Date of Approval	May 2024
Agency Website	www.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 Senior Application Analyst contributes to the development and maintenance of large, complex corporate systems that facilitate the achievement of the Department's core business through the use of process and technology. Working with the role supervisor, the role contributes to planning, system documentation and reporting as required.

Key accountabilities

- Contribute technical knowledge and/or expertise to various stages of the software development process to ensure compliance with development standards and achievement of documented requirements
- Prepare schedules for programming tasks and report the status, critical path, milestones and issues of the project and recommend appropriate variations
- Translate user requests for enhancements and corrections into design specifications to ensure the solution is both fit for purpose and fit for use
- Undertake testing and gather feedback to improve the quality of outputs and reduce operational risks; undertake design walkthroughs and manage control systems testing
- Participate in implementation planning to task level, assisting with implementation and providing systems support throughout the implementation period

- Provide ongoing third level technical support and problem resolution to minimise the impact of service outages; analyse and resolve problems, and where necessary, escalate issues for follow-through with external service providers; monitor recurring problems to identify and resolve trends
- Undertake post-release activities to develop a base of knowledge to be incorporated into future build and release cycles; maintain timely and accurate system documentation, including change requests, technical and user guides, software asset and configuration registers, etc.
- Provide timely advice and support to the role supervisor and system users to ensure seamless service delivery, reliability and optimal effectiveness of programs and systems; contribute to the preparation of operational and progress reports to the role supervisor

Key challenges

- Balancing both urgent and routine tasks in an environment with numerous stakeholders and tight timeframes; demonstrating initiative and flexibility
- Promptly escalating risks / issues that may affect service delivery, product development and/or product testing
- Maintaining an awareness of industry trends, data programming languages and related technologies in a rapidly changing environment

Key relationships

Internal

Who	Why
Application Services Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Receive feedback regarding performance and respond appropriately; demonstrate adaptability and flexibility
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to the achievement of business outcomes • Participate on internal committees and cross-team projects
Senior managers / system users	<ul style="list-style-type: none"> • Build and maintain effective partnerships, provide advice and resolve issues arising • Liaise to understand customer needs; provide timely and accurate advice to ensure the effective resolution of end-user issues and problems

External

Who	Why
External vendors / suppliers	<ul style="list-style-type: none"> • Work cooperatively and share information regarding standards and Departmental procedures • Build and maintain effective relationships to resolve issues arising and minimise service disruption

Role dimensions

Decision making

The Senior Application Analyst:

Sets priorities and makes day-to-day decisions in accordance with Departmental and Directorate policies and procedures; long-term planning is undertaken with the role supervisor

Assesses and manages a variety of complicated tasks; discusses the scope and resources required to complete tasks with the role supervisor

Contributes to resolutions of technical problems relating to programs / systems; actively collaborates with other IT specialists to ensure seamless service delivery
 Provides technical advice regarding existing programs / systems and suggests amendments; prepares routine and/or progress reports for consideration by the role supervisor.

Reporting line

The Senior Application Analyst reports to an Application Services Manager role.

Direct reports

NIL

Budget/Expenditure

As per financial delegations.

Key knowledge and experience

- 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

- Demonstrated ability to analyse and translate user requirements into computer-based programs and systems.
- Sound working knowledge of IT service management principles and frameworks including ITIL, process tools, frameworks, and best practice methods.
- Ability to adhere to a quality management system and formal methodologies.
- A valid paid Working with Children Check (WWCC).
- 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

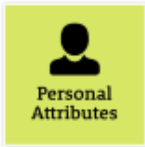
Focus capabilities

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
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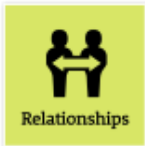


Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Keep up to date with relevant contemporary knowledge and practices
- 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 and maintain a high level of personal motivation

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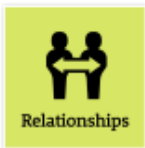


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- 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

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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



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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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

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Occupational Specific Focus Capabilities



Change and Transformation – Business Change Management – Requirements Definition and Management

Level 4 - REQM

Development and Implementation – Systems Development – Systems Design

Level 4 - DESN

Development and Implementation – Systems Development – Programming / Software Development

Level 4 - PROG












Development and Implementation – Systems Development – Testing

Level 4 – TEST

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupational Specific Complimentary Capabilities

Category, Sub-category	Level and Code	Skill and Level Description
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Change and Transformation Business Change Management	Level 4 REQM	REQUIREMENTS DEFINITION AND MANAGEMENT (REQM) –Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position.
Development and Implementation Systems Development	Level 4 DESN	SYSTEMS DESIGN (DESN) – Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance security requirements and existing systems. Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. Translates logical designs into physical designs, and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.
Development and Implementation Systems Development	Level 4 PROG	PROGRAMMING / SOFTWARE DEVELOPMENT (PROG) – Designs, codes, tests, corrects and documents complex programs and scripts from agreed specifications, and subsequent iterations, using agreed standards and tools, to achieve a well-engineered result. Takes part in reviews of own work and leads reviews of colleagues' work.