

Role Description

Application Designer



Education

Cluster	Education
Division/Branch/Unit	Information Technology Directorate
Location	Australian Technology Park, Sydney
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Temporary
Role Number	210762, 214618
ANZSCO Code	263212
PCAT Code	1136392
Date of Approval	December 2020
Agency website	www.education.nsw.gov.au

Department of Education

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The Application Designer designs and maintains large, complex corporate systems that facilitate the achievement of the Department's core business through the use of process and technology. The Application Designer provides sound, technical and professional advice to the role supervisor, and actively contributes to planning, system documentation and reporting. This role will share in end-to-end application design through discovery, framing and iterative development and collaborate closely with a team of other Designers, Engineers, Application Manager and other subject matter experts.

Key accountabilities

- Assume technical responsibility for all stages of the application design process to ensure compliance with design standards and achievement of documented requirements
- Provide design, analysis and/or programming expertise into the design and/or enhancement of complex computer-based programs, systems and prototypes
- Maintain a user-centred approach in design perspective and practice and support end-to-end application design through discovery, framing and iterative development and delivery
- Utilise technical expertise in the requirements analysis and corrections phases to ensure the solution is both fit for purpose and fit for use

- Design and execute acceptance testing to improve the quality of the developed program / system and reduce organisational risks; provide support for user acceptance testing of completed developmental work
- Provide timely, specialist advice and support to the role supervisor, senior managers and system users to ensure seamless service delivery, reliability and optimal effectiveness of programs and systems; provide operational reports to the role supervisor and/or ICT senior management team
- Stay up-to-date on the current and best UI and visual design practices and trends

Key challenges

- Demonstrating proactivity, showing initiative and having the ability to participate in a variety of complex ICT projects in an environment with numerous stakeholders and tight timeframes; balancing competing demands and expectations to ensure project objectives are achieved
- Promptly escalating risks / issues that may affect service delivery, product development and/or product testing
- Maintaining a contemporary knowledge of industry trends, UI Design languages and related technologies in a rapidly changing environment

Key relationships

Who	Why
Internal	
Principal Application Developer	<ul style="list-style-type: none"> • Discuss projects, priorities, reforms and proposed programs and systems • Provide sound advice to inform decision-making and challenge current thinking • Receive feedback regarding performance and respond in a thoughtful and considered way
Senior managers / system users	<ul style="list-style-type: none"> • Build and maintain effective partnerships, provide advice and resolve issues arising • Influence others to ensure full consideration of project risks, budget and/or funding; educate regarding program and system requirements
IT Directorate staff	<ul style="list-style-type: none"> • Collaborate to implement proposed programs and systems to ensure successful outcomes
External	
External vendors / suppliers	<ul style="list-style-type: none"> • Communicate priorities and inform of standards in accordance with Departmental documented procedures • Build and maintain effective relationships to resolve issues arising and minimise service disruption

Role dimensions

Decision making

The Application Designer:

- Independently assesses and manages a variety of tasks, and identifies the scope and resources required for individual tasks within broad priorities agreed with the role supervisor
- Exercises judgement and initiative in resolving day-to-day issues that arise from service provision to internal clients, as well as participating in agreed projects; long-term planning is undertaken with the role supervisor

- Provides specialist advice regarding existing programs / systems and recommends amendments (including related project implementation schedules)
- Prepares sound reports, analyses, submissions and other forms of written advice for consideration by the role supervisor
- Supports application design, consultation and collaboration with partners and customers across the organisation, to ensure continuous improvements and customer centric design and delivery

Reporting line

The Application Designer reports to an Application Team Lead level role.

Direct reports

Nil; however, the role may be required to guide other project contributors, including contractors, on discretionary projects.

Budget/Expenditure

As per financial delegations

Essential requirements

- Demonstrated experience in conducting formal usability testing and supporting user acceptance testing
- A digital portfolio demonstrating a variety of user-centric UI design solutions that deliver strategic outcomes and business objectives
- Demonstrated ability to rapidly design and iterate on prototypes
- Knowledge of and commitment to the Department's Aboriginal education policies
- Hold a valid clearance to work with Children (Working with Children Check)





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


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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Development & Implementation, User Experience, User Experience Design	Level 5 - HCEV
	Development and Implementation – Systems Development – Programming / Software Development	Level 4 - PROG
	Development and Implementation – Systems Development – Systems Design	Level 4 - DESN

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours 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	Behavioural Indicators
Personal Attributes Display Resilience & Courage	Adept	<ul style="list-style-type: none"> • 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 Manage Self	Adept	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<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 • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies

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

Category, Sub-category	Level and Code	Skill and Level Description
Development & Implementation User Experience	Level 5 HCEV	User Experience Design (HCEV) - Develops visual user experiences across digital assets by guiding project teams to evolve key elements of a digital proposition. Combines understanding of customers and market conditions, with knowledge of digital trends, to create concepts that are both user-centred and competitively differentiating. Facilitates the generation of new concepts and ideas and illustrates concepts with impact. Manages client expectations, explaining the costs and benefits of user experience activities, and advising on risks resulting from poor user experience.
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.
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.