

Role Description

Application Support Analyst

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Early Childhood Education
Role number	194909
Classification/Grade/Band	Clerk Grade 5/6
Senior executive work level standards	Not Applicable
ANZSCO Code	5311111
PCAT Code	1114292
Date of Approval	21 April 2021
Agency Website	https://education.nsw.gov.au/

Agency overview

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. For more information about the Department of Education, please visit [NSW Department of Education](https://education.nsw.gov.au/).

Early Childhood Education Directorate

Located within the Department of Education, we are committed to driving educational and developmental outcomes for children attending education and care services, including long day care, preschool, outside school hours care, family day care and occasional care. Our aim is that all children in NSW participate in high quality education and care services, including for 600 hours a year in the two years before school. Our work is based on established evidence of the benefits of early childhood education to enhance children's cognitive abilities and social and emotional skills.

There are two Directorates for Early Childhood Education:

- Quality Assurance and Regulatory Services
- ECE and Schools Policy

Early Childhood Education Quality Assurance and Regulatory Services Directorate

We have regulatory responsibility, through the National Quality Framework and our state-based early childhood legislation, to raise quality and drive continuous improvement and consistency in education and care services. Our Directorate regulates and supports over 5,700 services in NSW through monitoring, assessment and rating, enforcement and compliance and approval processes. We work with jurisdictional partners across Australia and the Australian Children's Education and Care Quality Authority (ACECQA) to ensure a consistent application of the National Quality Framework and we continuously strive to work with the education and care sector to improve how we regulate to enhance child outcomes.

ECE and Schools Policy Directorate

We manage the strategic policy framework for early years settings and K-12 education in NSW, including non-government schools. We do this by analysing, understanding and informing national policies on early childhood education, and by identifying and developing new strategies to achieve department goals, including innovative solutions to complex challenges. We directly fund early childhood education services and organisations to help meet the goals of the National Partnership Agreement on Universal Access to Early Childhood Education and support services to deliver high quality education and care. We carry out research and analysis on how to effect positive educational change particularly for Aboriginal children, children with disability and children in regional and remote NSW. We support needs-based funding for non-government schools, and drive Education for a Changing World programs and innovations.

Primary purpose of the role

Provide specialist support to ECE customers using the National Quality Agenda IT System (NQAITS) and undertake a range of administrative, analysis and reporting tasks that contribute to efficient service delivery and projects aligned to the Directorate priorities. The role contributes to a high performing team environment and displays excellent customer service and continual improvement practices within a diverse virtual team environment.

Key accountabilities

- Respond to incoming enquiries in a confidential, responsive, customer focused manner and ensure that accurate, targeted and timely information supplied effectively resolves the customer request.
- Participate and contribute to the development and ongoing maturity of ECE knowledge centered systems and as a subject matter expert ensure content is accurate and current.
- Coach ECE team members to improve skills in solving NQAITS problems.
- Work collaboratively with customers, team members, and external specialists to research and analyse NQAITS incidents and data requests.
- Undertake tasks and projects as directed by the Manager, Regulatory Data and Insight on all matters affecting delivery of support to clients.

Key challenges

- Maintaining data integrity in NQAITS and up to date knowledge of the technology, terminology and industry trends in order to provide a quality customer focused service.

- Supporting the delivery of multiple project activities customer requests in line with agreed standards, tight deadlines and competing demands and priorities.
- Provide a range of secretariat and administrative services, including scheduled data extraction, coordinating meetings and preparing papers to support project delivery.
- Maintaining an up to date knowledge of early childhood education policy and regulatory frameworks.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Support the development of staff to ensure high quality customer service. • Feedback and escalation of issues. • Monitoring and reporting. • Provide updated key information, advice and guidance.
Other areas of the Department for Education	<ul style="list-style-type: none"> • Respond to incoming enquiries in a confidential, responsive, customer focused manner and ensure that accurate, targeted and timely information supplied effectively resolves the customer request. • Proactively record and monitor customer interactions using diagnostic and technical skills triage, identify and troubleshoot Dynamics 365 CRM related incidents and data requests.
External	
Broader government stakeholders and the ECE sector	<ul style="list-style-type: none"> • Provide a high standard of service when dealing with stakeholders outside the Directorate

Role dimensions

Decision making

This role:

- acts independently in performing its core work functions and makes decisions about workflows to ensure project outcomes are met
- consults with a senior officer on matters that are sensitive and /or contentious to agree on a suitable way forward

Reporting line

The role reports to the Manager, Regulatory Data and Insight

Direct reports

This role has no direct reports

Budget/Expenditure

N/A

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.
- Experience in delivering advice and support across a range of IT applications.

Essential requirements

A valid Working With Children Check

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	<ul style="list-style-type: none">• 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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow	Intermediate

	<ul style="list-style-type: none">Communicate routine technical information clearly	
Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">Take responsibility for delivering high-quality customer-focused servicesDesign processes and policies based on the customer's point of view and needsUnderstand and measure what is important to customersUse data and information to monitor and improve customer service deliveryFind opportunities to cooperate with internal and external stakeholders to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant customers within the community	Adept
Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others	Intermediate
<div> Results</div> Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none">Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experienceApply creative-thinking techniques to generate new ideas and options to address issues and improve the user experienceSeek contributions and ideas from people with diverse backgrounds and experienceParticipate in and contribute to team or unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness	Adept



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

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	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	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
 Business Enablers	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