

Role Description

Manager Infrastructure

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	ICT
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	263112
PCAT Code	1336292
Date of Approval	29.08.2019
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 24 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

Provide direction and technical leadership to the Infrastructure team for the day-to-day operations of the ICT infrastructure. This is a combination of a hands-on technical and supervisory role. As such, the Manager Infrastructure is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.

Key accountabilities

- The Manager Infrastructure gives direction and technical leadership to the Infrastructure team, and ensures effective up-to-date knowledge sharing and coaching to build team capacity
- Responsible for effective provisioning, installation/configuration, operation, and maintenance of ICT infrastructure to ensure a high level of system availability and reliability, and define and monitor for compliance with processes to agreed service levels
- Manage the resolution of incidents and problems in line with service level agreements
- Proactively identify business risks and opportunities to continually improve efficiency and effectiveness of the ICT systems, and escalate performance issues with internal and/or external providers to minimise adverse impact of systems availability on business continuity

- Provide regular reports against system performance metrics to highlight trends and exceptions for assistance in future capacity planning and incident management
- Manage the availability, protection and recovery of ICT systems and data in line with service level agreements
- Manage the lifecycle of ICT hardware and software assets

Key challenges

- Manage conflicting and concurrent ICT infrastructure installation/upgrade/refresh projects and programs
- Source and secure appropriately skilled resources to meet current and future needs and comply with agreed standards and procedures

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive objectives ▪ Determine support requirements and plan for requested changes ▪ Agree system installation activities and provide feedback on projects
Work team	<ul style="list-style-type: none"> ▪ Inspire, guide, support and motivate team, provide direction and manage performance ▪ Review the work and proposal of team members ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes ▪ Service level management – assist with availability requirements
Clients/customers	<ul style="list-style-type: none"> ▪ Manage expectations, resolve and provide solutions to issues ▪ Enhance availability, efficiency and quality of service to end users
External	
Suppliers/Vendors	<ul style="list-style-type: none"> ▪ Define scope for projects and maintenance activities ▪ Manage and report on supplier related KPI's and performance targets ▪ Keep abreast of new technologies and trends within the industry

Role dimensions

Decision making

The Manager works with a high degree of autonomy in the day to day management of the team's operational priorities, including incidents and service delivery and managing call escalations and the workload of the team.

Reporting line

Reports to Principal Manager Service Management

Direct reports

- Systems Administrator Infrastructure (3)

Budget/Expenditure

Nil

Essential requirements of the role






Willingness to participate in out-of-hours on call arrangements when required due to team member rostering arrangements


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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Service Management, Service Operation, IT operations	Level 4 – ITOP
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN
	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

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 and 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
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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • 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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

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

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, IT operations	Level 4 – ITOP	Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work. Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement to specialists, users and managers.
Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN	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.
Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	Level 5 – METL	Promotes and ensures use of appropriate techniques, methodologies and tools.