Role Description
Configuration Manager

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	People and Corporate Services	Transport Shared Services
Location	Burwood
Classification/Grade/Band	8
ANZSCO Code	221214
PCAT Code	1336292
Date of Approval	June 2019
Agency Website	http://www.transport.nsw.gov.au

Agency overview

Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

Primary purpose of the role

The Configuration Manager provides technical expertise and advice to support the transition to, and management of, the technical business services catalogue (enterprise architecture) on the enterprise ServiceNow (MyTransport) platform. The position defines the structure of the configuration management system, including CI types, naming conventions, required/optional attributes and relationships. The role is responsible for ensuring that configuration data is available when and where it is needed to support other service management processes.

Key accountabilities

- Performing configuration audits and reporting of the Configuration Management system.
- Developing and maintaining the configuration management database
- Developing and maintaining Configuration management processes and procedures
- Ensuring that all information within the configuration management database is accurate and up to date
- Ensuring that appropriate views of the configuration management database are maintained and made available to those for whom they are targeted
- Providing advice and support to the change manager to ensure that change impacts across configuration items are understood and managed
- Ensuring that the information within the configuration management database is adequately protected and backed up

Key challenges

- Work across multiple work streams to define and agree the assets that will be managed as configuration items.
- Advising and driving improvements to the internal processes of an organisation with varying levels of technical and process maturity.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive direction • Provide regular updates on key tasks, issues and priorities
Work Team	• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes.
Service Line Owners / Delivery Managers / Other TSS Teams	• Build collaborative working relationships • Ensure systems meet needs and requirements • Champion the use of MyTransport across the business
External	
Stakeholders	• Develop and maintain effective relationships and partnerships

Role dimensions

Decision making

Nil

Reporting line

The role reports to the Senior Manager, Business Systems.

Direct reports

Nil

Budget/Expenditure

Nil

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

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 Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions

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Group and Capability	Level	Behavioural Indicators
		• Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Adept	• 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	• 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
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers	Adept	• Demonstrate a sound understanding of technology relevant

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Technology		to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation

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