Role Description
IT Administrative Officer

Department/Agency	**SAS Trustee Corporation (State Super)**
Division/Branch/Unit	**Sydney**
Role number	
Classification/Grade/Band	**Administration**
ANZSCO Code	**51**
PCAT Code	**1327292**
Date of Approval	**December 2021**
Agency Website	**https://www.statesuper.nsw.gov.au/**

Overview

SAS Trustee Corporation, otherwise known as State Super, operates to invest, support and administer defined benefit superannuation schemes on behalf of the NSW Government and associated employers.

The STC was established under the Superannuation Administration Act in 1996, and is the Trustee of the following defined benefit schemes:

- State Authorities Superannuation Scheme
- State Superannuation Scheme
- Police Superannuation Scheme
- State Authorities Non-contributory Superannuation Scheme

The State Super schemes are now closed to new members and as at 30 June 2021 had 93,271 members. The State Super Pooled fund, which comprises the assets of all four schemes, had net assets of more than $43 billion at 30 June 2021.

Primary purpose of the role

The primary purpose of the IT Administrative Officer is to provide support to the CFO in managing the organisations IT services and related compliance responsibilities.

Key accountabilities

- Act as the primary internal contact for issues, updates and resolution of the organisation's technology systems, liaise with external technology providers and be a knowledgeable resource for the Administration Team.
- Develop, implement and monitor office IT systems, procedures and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with the organisation's standards, policies and procedures.
- Coordinate and manage records and databases to comply with administrative systems, processes and policies, ensuring that all information is accurate, stored correctly and accessible.
- Assist with the review of reports and trends related to technology issues, resolution, and rollout of updates.
- Build and maintain strong relationships with internal and external stakeholders to ensure a consistently high level of customer satisfaction.
- Assist with the roll out of technology, user training and projects as required.

Key challenges

- Delivering quality IT administrative services and negotiating workable timeframes, given competing client demands and priorities,
- The need to address unforeseen issues, manage high volume of work and work independently.

Key relationships

Internal

Who	Why
CFO/GM Corporate Services	• Receive direction on work requirements • Escalate issues, propose solutions and provide updates • Provide advice on administrative processes
Finance Team	• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
State Super Employees	• Monitor, address and/or escalate requests and provide services • Manage the flow of information, seek clarification and provide advice

External

Who	Why
Vendors/Service Providers and Consultants	• Coordinate and monitor the supply of IT services • Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses

Role dimensions

Decision making

The IT Administration Officer has autonomy in the administrative function they manage, in liaison with the CFO/GM Corporate Services.

Reporting line

CFO/GM Corporate Services

Direct reports

None

Budget/Expenditure

N/A

Key knowledge and experience

- High level of computer literacy including Microsoft 365 suite and document management systems are essential
- Prior administration experience in a similar capacity.

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	• 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	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
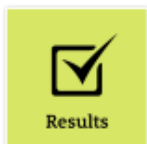
|	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	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.

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

Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Results	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	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

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