

# Role Description

## Senior Enterprise Application Engineer

Cluster	Separate Agency
Agency	NSW Education Standards Authority (NESA)
Division/Branch/Unit	Information and Communications Technology Directorate
Location	117 Clarence Street Sydney
Classification/Grade/Band	Clerk grade 9/10
Role number	B1127
ANZSCO Code	135199
PCAT Code	3226461
Date of Approval	July 2023
Agency Website	<a href="http://www.educationstandards.nsw.edu.au">www.educationstandards.nsw.edu.au</a>

### Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](http://www.educationstandards.nsw.edu.au).

### Primary purpose of the role

The Senior Enterprise Application Engineer manages the implementation and effective operations of core applications and cloud-based services. This includes supporting and ensuring the efficient functioning of services in the Enterprise Applications Portfolio, aligning with industry standards, security measures, and sustainability practices.

Additionally, the role involves offering technical expertise, strategic guidance, and best practices to foster the adoption of cloud-based applications. The Senior Enterprise Application Engineer will drive the transformation in the cloud application domain, enhance existing investments through continuous improvements, and establish a user-centric centralised hub for all Enterprise-grade applications.

## Key accountabilities

- Leads in configuring, maintaining, enhancing, and supporting Applications within the Enterprise Applications Portfolio.
- Ongoing management of Incidents, Requests and Changes, resolving issues effectively and efficiently to minimise the impact on the business, maintain service continuity and prevent rework.
- Delivery of projects and BAU initiatives, including upgrades and enhancements, ensuring processes are documented, stored, and maintained for all to access to enable effective delivery and enhanced ways of working; challenging constructively and objectively critical to achieving solutions that are fit for purpose.
- Identify and document business processes, functional requirements, and use case scenarios, comparing the best techniques or delivery methods, including measuring, and evaluating outcomes.
- Build strategic relationships and collaborate with stakeholders to understand customer needs and encourage greater use of telephony platform capabilities to add value and align with the current strategy.
- Identify opportunities to leverage existing cloud solutions to improve end-user experiences and advocate for new technical solutions that solve critical business problems.
- Performs software upgrades and keeps track of software licensing.
- Assists with managing vendor relationships, including scoping of application services and review of deliverables.

## Key challenges

- Ensuring the delivery of change and implementation plans and business improvements in a high-volume working environment with competing priorities to ensure timeframes are met whilst managing outcomes and solution requirements with diverse stakeholders in a complex environment.
- Achieve multiple project objectives, managing available resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities
- Address and resolve frequently occurring problems and complex technical issues and develop innovative solutions that may require the application of new problem-solving techniques and approaches by keeping up to date with local and global innovations and trends in software systems to identify opportunities to introduce new methods and tools and continually improve the team's software implementation capability.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>▪ Escalate issues, keep informed, advise and receive instructions!</li><li>▪ Identify emerging issues and risks and recommend solutions.</li><li>▪ Participate in meetings and discussions to share information and provide input and feedback</li></ul>
Work team	<ul style="list-style-type: none"><li>▪ Work collaboratively to contribute to achieving business outcomes</li><li>▪ Participate in meetings to obtain the work group perspective and share information</li></ul>
Clients/customers	<ul style="list-style-type: none"><li>▪ Resolve and provide customer focused solutions to issues</li><li>▪ Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates</li></ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

### Reporting line

Manager Enterprise Applications

### Direct reports

The role has no direct reports.

### Budget/Expenditure

As per the Delegations

## Essential requirements

- Tertiary qualifications in information technology and/or industry experience in a related field.
- Exceptional problem-solving, analytical, and organisational skills, including recommending improvements/alternatives.
- Strong consulting and negotiation skills and ability to work with diverse teams and key internal and external stakeholders in the organisation.

## 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](http://www.psc.nsw.gov.au/capabilityframework)

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Development and Implementation - Installation and Integration	
	<b>Systems Installation/Decommissioning</b>	<b>Level 4 – HSIN</b>
	Strategy and Architecture - Technical Strategy and Planning	
	<b>Solution Architecture</b>	<b>Level 5 – ARCH</b>
	Delivery & Operation – Service Operation	
	<b>IT Infrastructure</b>	<b>Level 4 - ITOP</b>
	Delivery & Operation - Service Operation	
	<b>System Software</b>	<b>Level 4 – SYSP</b>

## 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
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul>

<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> </ul>
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NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	Level and Code	Level Descriptions
<b>Development and Implementation</b> Installation and Integration	Level 4 - HSIN	<b>SYSTEMS INSTALLATION /DECOMMISSIONING</b> - Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.

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**Strategy & Architecture**

Level 5 – ARCH

Technical Strategy &  
Planning

**SOLUTION ARCHITECTURE** - Leads the development of solution architectures in specific business, infrastructure or functional areas. Ensures that appropriate tools and methods are available, understood and employed in architecture development. Within a change programme, leads the preparation of technical plans and, in liaison with business assurance and project staff, ensures that appropriate technical resources are made available. Provides advice on technical aspects of solution development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

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

Category and Sub-Category	Level and Code	Level Descriptions
<b>Delivery &amp; Operation</b> Service Operation	Level 4 - ITOP	<b>IT INFRASTRUCTURE</b> - Provides technical expertise to enable the correct application of operational procedures. Uses infrastructure management tools to determine load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. Implements agreed infrastructure changes and maintenance routines. Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. 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.
<b>Delivery &amp; Operation</b> Service Operation	Level 4 - SYSP	<b>SYSTEMS SOFTWARE</b> - Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.