Role Description
ICT Technical Officer

Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Corporate Services Division/ Corporate ICT Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role Number	Various
ANZSCO Code	313112
PCAT Code	1226263
Date of Approval	July 2022
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

MHNSW brings together the museums, historic houses and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth–telling and respect at the core of our approach. With a formidable asset base worth $1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation and consultancy services.

Primary purpose of the role

Provide support for ICT infrastructure including datacenter, application software and network systems to maintain efficient and reliable operation of information and communications technology across MHNSW.

Key accountabilities

- Manage MHNSW's Incident and management tickets through quick response and high employee engagement.
- Support Office 365 applications, OKTA, On prem and Cloud environments.

- Install, configure and maintain hardware incorporating Laptops, servers, storage arrays, tape libraries and server software, as required to maintain currency and ensure efficient systems use.
- Monitor helpdesk requests for helpdesk calls and maintain a knowledge base for skills transfer.
- Work proactively and self motivated to maintain a high level of customer service.
- Undertake quality assurance testing across systems, platforms and devices and to ensure compliance with appropriate accessibility guidelines.
- Improve the customer experience of key ICT products and services by engaging with new onboarded staff.
- Manage backup procedures and processes ensuring MHNSW's data is adequately protected in the event of disaster or data corruption.
- Undertake annual audits of all ICT equipment to certify serial numbers, software and password registers of stock are recorded and monitored for asset management

Key challenges

- Maintaining working knowledge and an understanding of future developments across the range of ICT network, hardware, software and business systems employed at MHNSW to allow the agency to forward plan and maintain currency.
- Balancing systems administration and management work with an unpredictable helpdesk workload to ensure prompt and effective solutions to be applied.
- Maintaining appropriate documentation and monitoring, following up and reporting on queries and problems to allow prompt resolution of recurrent problems and enable assessment and evaluation of services as well as identify recurring system issues and problems.

Key relationships

Who	Why
Internal	
Senior Business Services Analyst ICT	- Receives guidance in relation to allocating network resources. - Assist with the procurement of ICT equipment and services in accordance with government guidelines to ensure the most effective use of limited resources. - Provides daily administration support and monitors help desk status. - Provide performance and tuning analysis and advice on data distribution strategies, data management policies and procedures.
Corporate ICT Team	- Collaborate with to respond to ICT issues and demands across the agency. - Collaborate with the Front of House ICT Support and ICT Customer Services Officers to provide helpdesk coverage. - Provide first level support of the network to support Network Services Coordinator. - Maintain effective lines of communication. - Provide support as required. - Collaborate with on joint projects as required. - Convey complex technical issues to. - Participate in meetings to obtain work group perspective and share information.
Other staff across the agency	- Assist via helpdesk in response to ICT hardware/software systems and network issues. - Collaborate with on joint projects as required.

Who	Why
	- Deliver customer service to expected high level standards in a prompt and efficient manner. - Liaise with concerning business operations systems. - Maintain effective lines of communication.
External	
Key external stakeholders including contractors, vendors, services providers and network organisations.	- Collaborate with as required to identify solutions to user issues and the procurement of equipment and services. - Raise and discuss complex technical issues. - Maintain understanding of developments in technologies and systems. - Collaborate with on joint projects as required. - Develop and maintain effective networks and relationships.

Role dimensions

Decision making

This role:
- Takes active ownership of own work.
- Refers to supervisor for decisions that require significant change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegations limits.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times.
- Maintains efficient lines of communication at all levels.
- Works with respect to the requirements of heritage buildings and sites and their conservation.
- Follows flexible work practices within a small team environment.

Reporting line

This role reports to the Senior Business Services Analyst ICT.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements
- Relevant certificate or post-certificate qualified or a minimum 5 years appropriate industry experience.
- Thorough knowledge and understanding of hardware and software and network operations so as to be equip to accurately identify and diagnose hardware faults and software problems.
- Experience in the use of a range of computer and telecommunications equipment and peripherals and the use and application of software including MS applications.
- Experience and knowledge of applications such as CHRIS, Vernon, SUN, Content Manager, Booknet, Fotoware and a variety of other database and software programs.
- A current NSW driver's licence.

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.

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

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	Delivery and Operation, Service Operations, Network support	Level 3 - NTAS
	Delivery and operation, Service Operations, IT infrastructure	**Level 4 – ITOP**
	Delivery and operation, Service Operation, Capacity Management	Level 3 – CPMG
	Delivery and operation, Service Operations Storage Management	**Level 4 - STMG**
	Relationship and engagement, Stakeholder management, Customer service support	Level 3 - CSMG

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	Intermediate	• Adapt existing skills to new situations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage Self		• 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 • Maintain own motivation when tasks become difficult
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 • 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
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	• Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems		• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant 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

I work FOR NSW

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Deliver and operation, Service operation, IT Infrastructure	Level 4 – ITOP	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.
Delivery and operation, Service operation, Storage Management	Level4 - STMG	Reviews capacity, performance, availability and other operational metrics and take appropriate action to ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect and secure business information. Creates reports and proposals for improvement and contributes to the planning and implementation of new installations and scheduled maintenance and changes within the system. Prepares and maintains operational procedures and provides technical expertise and appropriate information to the management.