

# Role Description

## Biosecurity Business Support Coordinator

Cluster	Regional NSW
Agency	NSW Department of Primary Industries
Division/Branch/Unit	Biosecurity & Food Safety / Compliance Integrity Systems
Location	Orange
Classification/Grade/Band	Clerk Grade 5/6
Role Number	
ANZSCO Code	511112
PCAT Code	1329192
Date of Approval	October 2022
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Branch is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

### Primary purpose of the role

The role provides Tier 2 support for a broad range of media (including the infrastructure environment and software) to troubleshoot and resolve issues of moderate complexity for Biosecurity and Food Safety applications and provide systems support to the department in emergency response activities.

### Key accountabilities

- Key support contact focussed on providing customer centred support, fielding calls and queries, from users in relation to the BFS toolset and in emergency responses, utilising appropriate tools and methods to address user support queries and return user's applications to optimum efficiency

- Recording all correspondence both written and verbal adequately to ensure it can be easily interpreted and understood by users and peers
- Manage devices and systems and monitor their performance to limit or prevent loss of service to end users
- Create and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages and communicate systems outages to users
- Review third party support status reports and invoices, process payments once approved
- Conduct a range of test scripts throughout the software development lifecycle to determine readiness for transition to the production environment; complete documentation outlining the results of tests to inform the preparation of future application documentation and reduce the impact of application defects; and construct process recommendations to improve the effectiveness and efficiency of test programs
- Provide technical assistance to projects or special research that advances the technical objectives of BFS
- [Participate in emergency preparedness and response activities including training and preparedness exercises as required.](#)

## Key challenges

- Troubleshooting end users' issues with the ability to explain a wide range of technical concepts to customers of varying levels of technical ability
- Be responsive to traditional and agile testing activities
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms and applications

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and direction</li> <li>• Discuss work allocated and priorities, providing updates on key issues and progress. Escalate issues as appropriate.</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor team members</li> <li>• Participate in meetings to obtain work group perspective and share information</li> <li>• Work collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Clients	<ul style="list-style-type: none"> <li>• Provide advice and assist with solving issues</li> </ul>

## Role dimensions

### Decision making

The role operates in a structured environment subject to established policies, procedures and practices. Decisions which can be made by the role holder include prioritising own workload.

The role refers to supervisor any decisions that require significant deviation from agreed outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management.

## Reporting line

Leader Biosecurity Systems Support

## Direct reports

Nil

## Budget/Expenditure

Nil

## 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
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li><li>• Remain calm and focused in challenging situations</li></ul>	Intermediate



 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate
 Results	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others' health and safety</li> <li>• Escalate issues when these are identified</li> <li>• Follow government and organisational record-keeping requirements</li> </ul>	Foundational

	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>	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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	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
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

### Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	<b>Service Management, Service Operation, Service desk and incident management</b>	<b>USUP Level 3</b>
	Service Management, Service Operation, IT Operation	ITOP Level 2
	Service Management, Service Operation, Application support	ASUP Level 3

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

Category and Sub-Category	Level and Code	Level Descriptions
<b>Service Management</b>	Level 3	<ul style="list-style-type: none"> <li>Following agreed procedures, identifies, registers and categorises incidents.</li> <li>Gathers information to enable incident resolution and promptly allocates incidents as appropriate.</li> <li>Maintains records and advises relevant persons of actions taken.</li> </ul>
Service Operation	USUP	
Service Desk and Incident Management (USUP)		