

Role Description

Technology Operations Partner



POWERHOUSE

Cluster	Department of Enterprise, Investment and Trade
Agency	Museum of Applied Arts and Sciences
Location	All Powerhouse sites
Classification/Grade/Band	Grade 7/8
ANZSCO Code	313112
PCAT Code	
Date of Approval	22 March 2023
Agency Website	maas.museum

Agency overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes the Powerhouse Ultimo, Sydney Observatory, the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking a landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of the Museum's Discovery Centre, Castle Hill which includes expanded storage and new research and public facilities, the renewal of the iconic Powerhouse Museum in Ultimo and digitisation of the collection.

Primary purpose of the role

The Technology Operations Partner leads the standard and consistency of technology used by visitors, the community, and the workforce across all Powerhouse locations. Key to this role is the establishment of new technology at new and expanding Powerhouse precincts. Powerhouse Technology Operations Partners will be highly skilled and client-focused roles responsible for implementing and responding to technology requirements and issues to ensure a high service level is maintained. In response to the Powerhouse renewal, the Technology Operations Partners are responsible for providing a wide range of administrative services and coordination support to geographically dispersed teams undertaking service desk and field support activities. The positions also assist with activities including resource planning, scheduling, prioritising, and work allocations.

Key Accountabilities

- Coordinate and deliver a tiered response service for client technology field support acting flexibly and as assigned focused on listening, diagnosing and resolving recurrent client requests.

- Maintain high levels of customer support and services concurrently managing priorities between Powerhouse visitors, clients, community, workforce and collaborators.
- Collaborate across the ICT team to establish and maintain consistent services across geographically dispersed precincts.
- Maintain a current knowledge of changing technology and industry standards and technology to ensure Powerhouse technology services are industry leading and compliant.
- Reflect the Powerhouse's values in the way you work and abide by policies and procedures to ensure a safe, healthy, and inclusive work environment.
- Provide accurate advice about technical issues and solutions, specify and document business requirements and manage projects for new or existing solutions.

Key challenges

- Demonstrating high levels of customer service and understanding of site support processes to ensure that responsive support for the customer drives business operations.
- Supporting clients who may not be conversant with technology jargon in order to clearly identify and respond to requests.
- Collaborating closely with users and other members of the Technology Service Delivery team to quickly identify and resolve incidents and problems.

Key relationships

Who	Why
Internal	
Head of ICT Operations	<ul style="list-style-type: none"> • Work collaboratively and give and receive advice to plan and deliver tactical and strategic service delivery and change
Specific Teams/Departments Internal clients	<ul style="list-style-type: none"> • Determine requirements and deliver solutions
External	
Stakeholders	<ul style="list-style-type: none"> • Provide project-related advice and updates; collaborate and liaise within the resolution of project issues.
Vendors/Service Providers	<ul style="list-style-type: none"> • Engage with the provision of necessary resources and services.
Industry Peers	<ul style="list-style-type: none"> • Discuss ICT service delivery and coordinate the planning and implementation of related initiatives.

Role dimensions

Decision making

This role:

- Has some autonomy and is accountable for the delivery of specific processes across the teams
- Refers to supervisor for decisions that require a change to approach; that is likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits
- Plans, leads, and organises their work to achieve agreed business objectives and performance criteria
- Works with members and monitors progress

- Submits reports, analyses, briefing and other forms of advice with the support of their supervisor.

Reporting line

Head of Technology Operations

Direct reports

Nil

Budget/Expenditure

This role does not have a financial delegation.

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.


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

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	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration Build cooperation and overcome barriers to information sharing and communication across teams and units Share lessons learned across teams and units Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
 <p>Results</p>	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 <p>Business Enablers</p>	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
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- Monitor compliance with the organisation's records, information and knowledge management requirements

Occupation specific focus capability set

Capability Set / Skill	Category and Sub-Category	Level Descriptions	Level and Code
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Business analysis



Change and transformation

Business change management

- Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.
- Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems and identifies options for consideration.
- Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests.
- Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

BUAN
Level 4

Requirements definition and management



Change and transformation

Business change management

- Contributes to selection of the requirements approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
- Facilitates input from stakeholders, provides constructive challenges and enables effective prioritisation of requirements.
- Reviews requirements for errors and omissions.
- Establishes the requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.
- Investigates, manages, and applies authorised requests for changes to base-lined requirements, in line with change management policy.

REQM
Level 4

Business process testing


Change and transformation

Business change management

- Designs and manages tests of new/updated processes. Specifies test environment for whole life-cycle testing (for example, using a model office concept).

BPTS
Level 5





Occupation specific focus capability set

Capability Set / Skill	Category and Sub-Category	Level Descriptions	Level and Code
	Relationships and engagement	<ul style="list-style-type: none"> Manages selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions. Ensure tests and results are documented, reported to stakeholders and are available for specification of user instructions. Highlights issues and risks identified during testing to business stakeholders. Provides specialist guidance and advice to less experienced colleagues and users to ensure that tests are conducted in an appropriate manner. 	RLMT Level 4
	Stakeholder management	<ul style="list-style-type: none"> Implements stakeholder engagement/communications plan. Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships. 	

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	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
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination, and control methods	Intermediate

Occupation specific complimentary capabilities

Capability Skill	Set	Category and Sub-category	Description	Level and Code
Business modelling		Change transformation Business management	and The production of abstract or distilled representations of real world, business, or gaming situations in traditional or trans-media applications, to aid the communication and understanding of existing, conceptual, or proposed scenarios. Predominantly focused on the representation of processes, roles, data, organisation, and time. Models may be used to represent a subject at varying levels of detail and decomposition.	BSMO Level 4
Business improvement	process	Strategy architecture Business strategy and planning	and The creation of new and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains. The identification and implementation of improvements to business operations, services, and models. The assessment of the costs and potential benefits of the new approaches. The analysis and design of business processes to adopt and exploit technologies to improve business performance. The development of enterprise process management capabilities to increase organisational agility and responsiveness to change.	BPRE Level 5
Organisational capability development		Change transformation Business management	and The provision of leadership, advice, and implementation support to assess organisational capabilities and to identify, prioritise and implement improvements. The selection, adoption and integration of appropriate industry frameworks and models to guide improvements. The systematic use of capability maturity assessments, metrics, process definition, process management, repeatability and the introduction of appropriate techniques, tools, and enhanced skills. The delivery of an integrated people, process, and technology solution to deliver improved organisational performance in line with the organisation's strategic plans and objectives. The scope of improvement is organisational but may also be highly focussed as necessary for example software development, systems development, project delivery or service improvement.	OCDV Level 5