

Role Description

Delivery Support Specialist (Telecommunications Services)

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services - Group Information Technology
Location	Macquarie Park NSW
Classification/Grade/Band	Grade 9
Senior Executive Work Level Standards	Professional
Role Number	51020731
ANZSCO Code	135199
PCAT Code	2116192
Date of Approval	January 2020
Agency Website	www.transport.nsw.gov.au

Agency Overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a \$41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

The Group IT function within Transport is responsible for the planning and execution of initiatives across the cluster. It has responsibility for the cluster wide IT strategy, architecture, delivery, operations and commercial environment. It is also responsible for developing the practices across architecture and delivery. IT operates in a federated environment where Operating Agencies are responsible for the delivery of their supporting IT operational systems.

Primary purpose of the role

The primary purpose of the role is to ensure that telecommunication suppliers deliver cost efficient and reliable IT services that meet the needs and expectations of Transport. The role supports the oversight and operational governance of telecommunication service suppliers to ensure compliance with operational service delivery commitments including cross-functional service obligations.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Support the monitoring and governance of services delivered by third party suppliers and act as a key escalation point in key service management processes, including supporting the resolution of escalated technical issues (*e.g. P1 incidents*), and communicate service delivery issues that require senior

management action. Support the review of major changes and releases and provide support for other management processes (e.g. *invoice validation, technical evaluations, supplier proposal review and deliverables acceptance*).

- Support the development of business cases and concept papers and maintain an understanding of business requirements and demand for services.
- Identify and support the management of emerging supplier issues and challenges affecting service delivery.
- Review service delivery related reports provided by supplier/s, provide operational updates on supplier performance, reports and metrics to internal stakeholders and escalate material performance breaches. Review supplier compliance with contracted obligations, including technical services delivered, cross-functional processes, and service levels.
- Assist with the periodic review of SLAs and other performance indicators to ensure best business outcomes.
- Monitor customer satisfaction with portfolio services and delivery of services by supplier/s to identify emerging issues and initiate remedial action. Support the scoping of initiatives with suppliers to address improvement opportunities identified. Review supplier initiatives and provide input, advice and assistance to support the development of business cases.
- Monitor on an ongoing basis emerging needs, and relevance and suitability of services provided, including how they are delivered and consumed.
- Proactively identify and escalate potential risks. Contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities.

Key challenges

- Providing operational governance of the delivery of services by the third party supplier/s whilst complex transformation programs are being performed in parallel.
- Supporting the development of a managed IT services governance capability that enables collaboration and the seamless delivery of services across multiple internal support teams and external suppliers.
- Moving the organisation toward a consistent approach to service delivery management that focuses activities on retained functions – i.e. strategic planning, management and governance, and avoids the emergence of ‘shadow IT’ functions that duplicate services performed by suppliers.

Key relationships

Who	Why
Internal	
Manager, Service Delivery (Telecommunication Services)	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions ▪ Provide regular updates on key projects, issues and priorities ▪ Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Commercial / Supplier Management	<ul style="list-style-type: none"> ▪ Escalate supplier service delivery issues for instance material breaches of contracted service levels or potential invoice discrepancies.
Application and Project Teams (throughout cluster)	<ul style="list-style-type: none"> ▪ Act as a key management and escalation point for delivery issues related portfolio services or third party suppliers.
Clients/customers	<ul style="list-style-type: none"> ▪ Provide an escalation point for customers of IT IS network services (e.g. <i>application portfolio teams, senior end user stakeholders</i>), for recurrent and material delivery issues.
External	
Third party suppliers	<ul style="list-style-type: none"> ▪ Build collaborative working relationships ▪ Communicate Transport initiatives, opportunities and interests

Who	Why
	<ul style="list-style-type: none"> ▪ Monitor provision of services by supplier/s to ensure high quality outcomes are delivered ▪ Work together to accurately identify and manage emerging issues and challenges affecting service delivery.

Role Dimensions

Decision Making

As per the delegations of the role.

Reporting Line

This role reports to the Manager, Service Delivery (Telecommunication Services).

Direct Reports

The role has no direct reports.

Budget/Expenditure

The budget/expenditure allocation for this role is to be confirmed.

Essential Requirements

- Relevant tertiary qualifications.
- Experience governing the operational delivery of managed IT services including a working understanding of managed services and outsourcing in large, complex organisations.
- Experience monitoring the provision of services by suppliers including adherence to contracted SLAs and delivery obligations, facilitating the resolution of escalated issues, promoting collaborative relationships, and partnering with suppliers to accurately identify and manage emerging issues and challenges affecting service delivery.
- Knowledge of voice, mobile and data network services, cross-functional architectural elements, and service consumption patterns. Knowledge of PSTN services, ISDN carriage services, dark fibre, IP VPN, NBN and wireless technologies.
- Experience governing Telco providers and ability to apply the knowledge in navigating through complex issues in service delivery.
- Understanding of telco provisioning process, mature, good practice and contemporary infrastructure services and delivery methods (Software Defined Infrastructure)
- Understanding of Telco billing and apply good practices to internal expense management initiatives.
- Knowledge and understanding of application lifecycles, project methodologies and IT service management methodologies, frameworks and processes.
- Ability to work additional hours (outside of ordinary work hours).





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. 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

<https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/ict-professionals>.

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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Strategy and Architecture Advice and Guidance	Level 5 – TECH
	Specialist Advice	
	Strategy and Architecture Technical Strategy & Planning	Level 5 – NTPL
	Network Planning	
	Development and Implementation Installation and Integration	Level 5 – HSIN
	Systems Installation/Decommissioning	
	Delivery and Operation Service Design	Level 6 – SLMO
	Service Level Management	
	Delivery and Operation Service Operation	Level 5 – NTAS
	Network Support	
	Skills and Quality Quality and Conformance	Level 6 - QUMG
	Quality Management	
	Relationships and Engagement Stakeholder Management	Level 5 – RLMT
	Relationship Management	

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 Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks Design and develop systems to establish and measure accountabilities Ensure accountabilities are exercised in line with government and business goals Exercise due diligence to ensure work health and safety risks are addressed Oversee quality assurance practices Model the highest standards of financial probity, demonstrating respect for public monies and other resources Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks Incorporate sound risk management principles and strategies into business planning
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management Develop well written, well-structured procurement documentation that clearly sets out the business requirements Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective Be aware of procurement and contract management risks, and what actions are expected to mitigate these Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles Escalate procurement and contract management issues where required

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

Category and Sub-Category	Level and Code	Level Descriptions
Strategy and Architecture Advice and Guidance	Level 4 – TECH	SPECIALIST ADVICE – Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.
Strategy and Architecture Technical Strategy and Planning	Level 5 – NTPL	NETWORK PLANNING – Creates and maintains network plans for own area of responsibility, contributes to setting service level agreements, and plans the infrastructure necessary to provide the network services to meet such agreements.

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

Category and Sub-Category	Level and Code	Level Descriptions
Delivery and Operation Service Operation	Level 4 – NTAS	NETWORK SUPPORT – Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures. Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports, working with users, other staff and suppliers as appropriate.
Relationships and engagement Stakeholder management	Level 4 - RLMT	RELATIONSHIP MANAGEMENT – 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.