

Role Description

Solutions Analyst

Agency	Office of Sport
Division/Branch/Unit	Finance, Procurement and IM&T / Office of Chief Executive
Location	Sydney Olympic Park
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	
Role Number	
PCAT Code	
Date of Approval	
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport works with key sector partners to promote and deliver a vibrant and valued sport and active recreation sector that enhances the lives of the people of NSW.

The Office is responsible for planning, managing, and delivering high quality venues, facilities, sport and active recreation development programs, high-performance sport, sports integrity, and safety. It is also the driver for NSW sport policy and strategy, the formation and dissemination of insights and information, and the promotion of partnerships.

Primary purpose of the role

The Solutions Analyst is responsible for the development, implementation and support of the technology solutions and mapping business requirements to systems/technical requirements to ensure they are in line with the enterprise architectural plan.

Key accountabilities

- Assist business units to develop detailed business requirements and or technical specifications which will be used as the basis upon which procure or develop ICT solutions.
- Review, interpret and respond to detailed business requirements specifications (BRS) to ensure alignment between customer expectations and current or future ICT capability.
- Assist in defining, designing, and developing or procuring technology solutions to assist the Office of Sport meet their business objective within the agreed enterprise architecture.
- Implement solutions in line with the Office of Sport's project management methodology.
- Develop, test, and implement on-premises and cloud-based technology solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes.
- Develop, oversight, and provide, support and maintenance mechanisms to ensure the sustainability of ICT solutions.
- Plan, evaluate, oversee, and configure the integration of technological systems.
- Monitor existing systems and support internal stakeholder in case of issues.

Key challenges

- Balance competing demands to ensure project deliverables are achieved
- Keep abreast of continuously evolving and complex technological advancements
- Work with internal and external stakeholder to modernise digital presence

Key relationships

Who	Why
Internal	
Senior Solutions Analyst	<ul style="list-style-type: none">▪ Inform about agreed ICT architecture▪ Escalate issues, keep informed, advise, and receive instructions
Work team	<ul style="list-style-type: none">▪ Work collaboratively to contribute to achieving multiple team's business outcomes▪ Participate in meetings to obtain the work group perspective and share information
Clients/customers	<ul style="list-style-type: none">▪ Resolve and provide solutions to issues▪ Develop and document solution requirements
External	
Vendors / Suppliers	<ul style="list-style-type: none">▪ Evaluate options for solutions and services▪ Incorporate external requirements and features in solution designs

Role dimensions

Decision making

The Solutions Analyst has some level of autonomy regarding decision making required to develop, implement, and support technology solutions in the Office of Sport.

Decisions on matters outside the Solutions Analyst's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Senior Solutions Analyst.

Reporting line

Senior Solutions Analyst

Budget/Expenditure

Nil

Essential Requirements

- Tertiary qualifications in an ICT discipline and/or equivalent knowledge, skills and experience.
- Experience implementing technical solutions in a cloud environment (Azure preferred), with a focus on automation, scalability, serviceability, and user experience.
- Demonstrated knowledge of SDLC and Agile methodologies, business analysis, project management, system and data relationships and service delivery models.
- Experience working with API Gateway and Integration.
- Experience or familiarity with Azure Logic Apps, Function App & Data Factory highly regarded.

- National Criminal Records Check.





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 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	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 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	Development and Implementation, Systems Development, Systems Installation/Decommissioning	Level 4 - HSIN
	Development and Implementation, Systems Development, Programming/Software Development	Level 3 – PROG
	Development and Implementation, Systems Development, Systems Design	Level 4 - DESN

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 Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication, and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Communicate the project strategy and its expected benefits to others• Monitor the completion of project milestones against goals and initiate amendments where necessary• Evaluate progress and identify improvements to inform future projects

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

Category and Sub-Category	Level and Code	Level Descriptions
Development and Implementation, Systems Development,	Level 4 DESN	System Design (DESN) - Recommends/designs structures and tools for systems which meet business needs and takes into account target environment, performance security requirements and existing systems. Delivers technical visualisation of proposed applications for approval by customer and execution by system developers. Translates logical designs into physical designs, and produces detailed design documentation. Maps work to user specification and removes errors and deviations from specification to achieve user-friendly processes.