Role Description
Release and Deployment Specialist

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Group Information Technology
Location	Sydney
Classification/Grade/Band	Grade 8
Kind of Employment	Fixed Term
Role Number	51002532
ANZSCO Code	511111
PCAT Code	1117292
Date of Approval	January 2016
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved Transport outcomes.

Primary purpose of the role

The primary purpose of the role is execution of the release and deployment management process, ensuring a co-ordinated and low risk transition of services and solutions into production environments across new and existing IT infrastructure services. The role will ensure that infrastructure upgrades, patching and deployments consistently adhere to existing frameworks, policies and processes which support structured release and deployment of approved releases. This role actively supports timely updates of forward release schedules and release configurations. The role coordinates quality delivery of infrastructure releases through non-production / test and into live environments. It ensures delivery of releases is consistently aligned with overarching enterprise release schedules and provides support and input to planning, reporting and analysis of release packages, scheduling and risks.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers

- Assist the TfNSW Infrastructure Service Portfolios with development, maintenance and management of the infrastructure release schedules. Ensure all infrastructure releases are consistently and accurately aligned to, and included in the overarching release schedules. Assist in identifying synergies, technical interdependencies and potential conflicts to ensure release integrity. Work closely with service portfolio teams, third party suppliers and application portfolio teams to develop a consistent view of all releases. Provide timely communications to key delivery teams and third party suppliers to promote alignment and awareness of the release schedules.

- Coordinate and run infrastructure release planning meetings, walkthroughs and subsequent go-live activities. Actively manage vendors and third party suppliers in build and test of quality deployment

plans and associated checklists, and provide any required support in the lead up to, during and following execution of production deployments. Timely communication of infrastructure release status, progress, issues and risks. Build and maintain relationships in order to coordinate work between different teams across multiple locations and organisations, including interfacing and communicating with Service Portfolio delivery teams, third party suppliers and Agency release teams on a daily basis.

- Proactively assist with the identification and escalation of risks and resolution of issues that affect release scope, schedule and quality. Monitor and report on progress to ensure releases are delivered on time and within budget, and that they meet or exceed expectations. Actively prepare delivery teams for, and participate in release readiness gate reviews and go/no-go decision points. Generate status reports for inclusion in the overall release management gating and governance communication to senior management in Group IT.

- Support the creation and maintenance of the release and deployment management framework and associated process flow documentation to ensure it is designed in a manner consistent with the Process Quality Framework. Collaborate with the Continual Service Improvement team to analyse and identify improvements to the release and deployment management process.

- Proactively identify potential risks and escalate these to the line manager. Contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities

Key challenges

- Maintaining release schedules and plans in an organisation undergoing significant change with multiple technology transformation programs underway across multiple agencies.

- Maintaining consistent and continuous release and deployment processes across disparate organisations.

Key relationships

Who	Why
Internal	
Senior Release & Deployment Management Specialist	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Support delivery of all changes, projects and releases via the release and deployment framework and associated processes.
Team Members	• Work collaboratively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.
Support Groups (in Group IT and Agencies)	• Coordinate execution of the release and deployment processes across support groups • Act as a point of escalation for issues or risks
Continual Service Improvement team	• Identify and propose improvements to the release and deployment management process
Service Portfolios	• Escalate supplier related process, delivery or service level issues to the appropriate service portfolio team
Other divisions of TfNSW and Transport operating agencies	• Build collaborative working relationships

Who	Why
External	
Third party suppliers	• Govern and coordinate the execution of the release and deployment process across suppliers. • Act as a point of escalation for issues or risks.

Role dimensions

Decision Making

As per delegations for the role

Reporting line

This role reports to the Senior Release & Deployment Management Specialist

Direct Reports

The role has no direct reports.

Budget/Expenditure

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

Essential Requirements

- Tertiary qualifications in a relevant field. Relevant IT service management certification/s.

- Experience performing service management role/s with release and deployment management responsibilities in complex organisations with multi-sourced delivery models, including development of release schedules and planning, and coordination of release packages from design through to transition into production.

- Knowledge of good practice processes, procedures and tooling in release and deployment management for large complex federated organisations, and for emerging contemporary delivery models (e.g. "as-a-Service", Continuous Delivery).

- Knowledge of and experience with application and solution delivery, project management and infrastructure services and technologies. Sound knowledge of software development lifecycles.

- A working knowledge of IT service principles and frameworks including ITIL, process tools, frameworks, and best practice methods, including the successful implementation of services based release and deployment projects.

- Ability to work additional hours outside of ordinary working 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.

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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	Adept
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

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	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Adept	• 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 Plan and Prioritise	Adept	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Advanced	• 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