

Role Description

Application Support Team Lead



Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Corporate Services / Information and Technology
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 9
Role Number	51003938
ANZSCO Code	135112
PCAT Code	1326891
Date of Approval	July 2018
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The role manages a team of technical specialists responsible for the operational maintenance of the Sydney Metro IT environment, applications, and information systems through the provision of technical support and advice to users across multiple locations, platforms and technologies.

The roles leads the delivery of operational support for the management of documents, data and information across corporate and technical records in compliance with Government and TfNSW records management policy and guidelines. It leads the evolution of the service delivery and support function for the broader Sydney Metro corporate application portfolio, both feeding into services provided by TfNSW Group IT and also Sydney Metro specific requirements for customer service and technology operations.

Key accountabilities

- Model good leadership to inspire direction and delivery, develop people, and drive change
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Manage the provision of a range of administrative, information management, technical and general support services and activities in an ITIL based environment, ensuring business requirements are met

in a timely manner via the ticketing system, and to assist in the service delivery and support of Metro and TfNSW systems

- Manage the consistent use of agreed tools and methods to address and resolve user identified problems in line with service level agreements
- Define and monitor compliance with processes for the set-up and installation of hardware, software, applications, peripherals and other ICT-based systems to agreed service levels
- Manage the currency and validity of ICT reference materials to ensure team members are able to access and apply up-to-date solutions for known issues
- Provide operational and management reporting against performance metrics to highlight areas where applications development, vendor relationship management or strategic infrastructure modifications are required for enhancing business performance and efficiency – or improvements can be made
- Deliver training, user acceptance testing and analysis requirements and related coordination to assist in the support, planning and implementation of Sydney Metro and TfNSW systems
- Provide review, feedback and quality assurance for all work carried out by the technical support team and follow through to the development and continuous improvement of process or relevant frameworks
- Manage escalations and bottlenecks in processes both internally and with 3rd party vendor partners, ensuring investigation and resolution of incidents in a timely manner, coordination of knowledgebase documents to improve business self-service and technical support team performance

Key challenges

- Manage conflicting and concurrent application, information and infrastructure support demands, including installation/upgrade/refresh projects and programs designed to improve customer experience
- Sourcing and securing appropriately skilled resources to meet current and future needs and comply with agreed standards and procedures, translating complex concepts in a non-technical language
- Maintaining knowledge of Government records policy, procedure and process and applying these for corporate and technical record management in a multi-disciplinary project environment

Key relationships

Who	Why
Internal	
Senior Manager, Application Management	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Senior Manager, Information & Security	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Technical Interface Managers	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Direct reports	<ul style="list-style-type: none"> • Lead, inspire and motivate the team, provide direction and manage performance • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Project teams and wider SM office	<ul style="list-style-type: none"> • Provide value-add communication around incidents and documenting post-incident recovery steps to aid in process improvements

Who	Why
	<ul style="list-style-type: none"> • Provide Information Management, guidance, triage, analysis, troubleshooting and support to assist with support activities • Ensure the provision of support to business and customer service activities
External	
TfNSW divisions and other Transport operating agencies (Group IT)	<ul style="list-style-type: none"> • Build collaborative working relationships • Act as interface for services provided to Sydney Metro • Deliver continual service improvement programs
Suppliers of good and services, contractors and visitors	<ul style="list-style-type: none"> • Build professional relationships • Escalate performance issues with external providers to minimise adverse impact of systems availability on business continuity

Role dimensions

Decision making

The role operates within the requirements of the agreed work plan and establishes operational priorities in consultation with the Manager. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided.

Reporting line

The role reports to Senior Manager Application Management

Direct reports

The role will have six direct reports

Budget/Expenditure

The budget/expenditure allocation for the role will be confirmed

Essential requirements

Tertiary qualifications in computer or information science, or other relevant field, or equivalent experience

Demonstrated experience in leading and managing teams

High level demonstrated experience in using electronic document management system/s or records management systems and understanding of corporate and technical record types






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

• Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Delivery and Operation, Service Operation, incident management	Level 5 – USUP
	Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	Level 5 – METL
	Relationships and Engagement, Stakeholder Management, Supply Management	Level 5 – SUPP

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 Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Adept	<ul style="list-style-type: none"> Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work 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 Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Provide regular constructive feedback to build on strengths and achieve results• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way• Monitor and report on performance of team in line with established performance development frameworks

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

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 5 – USUP	Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the service desk and incident management. Schedules the work of service desk staff to meet agreed service levels.