

Role Description

Senior Cloud Platforms Engineer



Cluster	NSW Health
Agency	Cancer Institute NSW
Division	Corporate Services
Location	Australian Technology Park
Classification/Grade/Band	Health Manager Level 3
Kind of Employment	Permanent
ANZSCO Code	262113
Role Number	697137
PCAT Code	1226823
Date of Approval	May 2019
Agency Website	Cancer.nsw.gov.au

Overview

The Cancer Institute NSW is Australia's first statewide cancer control agency, established to lessen the impact of cancer in NSW. The Institute supports and promotes best practice; working to ensure people across the state, no matter where they live, are provided the same high quality treatment and care that is vital to optimising the outcomes and quality of life for people diagnosed with cancer.

Driven by the purpose and objectives of the NSW Cancer Plan, the Institute continuously works to:

- reduce the incidence of cancer
- increase the survival rate for people with cancer
- improve the quality of life of people living with cancer
- provide a source of expertise on cancer control for the government, health service providers, medical researchers and the general community.

The Information Management and Technology group works collaboratively and proactively with its stakeholders to provide a flexible, responsive and innovative Information Communications and Technology (ICT) environment that specialises in supporting the systems, data and information that assist in realising the outcomes of the NSW Cancer Plan.

Primary purpose of the role

The Senior Cloud Platforms Engineer is a specialist in cancer information systems and provides technical support and advice to users across multiple locations, platforms and technologies, ensuring changes to the environment including complex deployments are managed and have minimal risk to the Institute and its data.

Key accountabilities

- In collaboration with eHealth NSW design and manage the implementation of application and platform solutions that adhere to current architecture standards in order to support the systems and services used by the organisation
- Manage large-scale or complex deployments or changes to the organisations information systems to comply with operational requirements for solution delivery
- Analyse and report on the performance of assigned systems and applications to guide owners in the development of business cases for necessary upgrades or decisions that will reduce issues and/or eliminate adverse impacts upon service delivery
- Ensure that installations are completed to time, cost and quality, so as to minimise operational and project risk and ensure costs are contained
- Develop, review and maintain application and platforms support documentation to assist others in restoring services and reduce the impact of unplanned outages
- Escalate performance issues with internal and/or external providers to minimise adverse impact of systems availability on business continuity
- Manage the integration of system solutions across disparate platforms and technologies in a range of environments, including the support of devops and cloud platforms.
- Responsible for change implementation planning and change management for applications and platforms to ensure that changes are performed in such a way as to meet the needs of the business, and have a minimal risk to the Institute and its data.

Key challenges

- Developing stakeholder relationships and defining roles and responsibilities with the shared services provider, eHealth NSW
- Developing and maintaining detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services.
- Managing conflicting and concurrent ICT installation/upgrade/refresh projects and programs.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none">▪ Support team work collaboratively to contribute to achieving the team's business outcomes▪ Participate in meetings to represent work group perspective and share information▪ Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	<ul style="list-style-type: none">▪ Provide sound and reliable advice to achieve agency objectives▪ Provide consistent and quality technical advice and guidance on system related topics for business improvement

Who	Why
External	
eHealth	<ul style="list-style-type: none"> Escalate, troubleshoot, resolve and provide solutions to issues. Advise and work collaboratively to implement application-driven changes
Vendors	<ul style="list-style-type: none"> Manage adherence to standards. Resolve and provide solutions to issues. Proactively engage with vendors where appropriate

Role dimensions

Decision making

- Act as a focal point for applications and platforms problem resolution and problems of diverse scope.
- Specialist in the application platforms design and support for cancer information systems and implementation of new and enhanced systems.
- Escalation point for the Service Desk.

Reporting line

The Senior Clouds Platforms Engineer reports to the Manager, Infrastructure & Technology

Direct reports

The Senior Cloud Platforms Administrator has 0 direct reports

Budget/Expenditure

N/A

Essential requirements





- Tertiary qualifications in relevant business systems and/or equivalent experience.
- Experience administration of support of Microsoft server technologies and Microsoft cloud technologies (including Azure and Office 365).
- Demonstrated understanding and experience relating to application and software development, and support processes i.e. issue investigation and resolution, testing, change control management, version control processes.
- Strong written and verbal communication capable of presenting complex information to team and management.

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

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	Intermediate
	Manage Self	Adept
	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	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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	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
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 • 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 / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Service Management, Service Operation, System software	Level 5 – SYSP
	Service Management, Service Transition, Change management	Level 5 – CHMG
	Service Management, Service Operation, Security administration	Level 4 – SCAD
	Service Management, Service Operation, Service Desk and Incident Management	Level 4 - USUP
	Service Management, Service Operation, Problem Management	Level 5 - PBMG

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

Service Management, Service Operation, System software	Level 5 – SYSP	<ul style="list-style-type: none"> Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.
Service Management, Service Transition, Change management	Level 5 – CHMG	<ul style="list-style-type: none"> Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.
Service Management, Service Operation, Security administration	Level 4 – SCAD	<ul style="list-style-type: none"> Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Provides guidance in defining access rights and privileges. Investigates security breaches in accordance with established procedures and recommends required actions and supports / follows up to ensure these are implemented.
Service Management, Service Operation, Service Desk and Incident Management	Level 4 - USUP	<ul style="list-style-type: none"> Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents.

		<ul style="list-style-type: none"> • Documents and closes resolved incidents according to agreed procedures.
Service Management, Service Operation, Problem Management	Level 5 - PBMG	<ul style="list-style-type: none"> • Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. • Ensures that such problems are fully documented within the relevant reporting system(s). • Enables development of problem solutions. • Coordinates the implementation of agreed remedies and preventative measures. • Analyses patterns and trends.