Role Description
Senior Cloud and Network Administrator

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	697141
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 and Network Administrator is a specialist in cancer information systems and is responsible in collaboration with eHealth NSW for the management of change, design, installation, monitoring and maintenance of the organisation's ICT communications technologies, supporting an agile, devops and cloud based environment.

Key accountabilities

- Ensure optimal communications and interoperability between all platforms hosting Cancer Institute NSW applications and data, including cloud based and eHealth NSW provided platforms

- Perform application platform and communications monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain application performance to meet user demand

- Reduce operational risk and improve availability of the Institute's systems by ensuring communications access, website and application security scanning and assessments, website registration and certificate management, monitoring, control, evaluation and documentation practices are maintained and adhered to

- Evaluate new platform and communications solutions and monitor the market for emerging technology

- Collect and analyse operational data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased application and systems availability.

- Proactively identify business risks and opportunities to continually improve efficiency and effectiveness and perform business impact analysis to reduce the likelihood of significant service outage or disasters.

Key challenges

- Developing stakeholder relationships and defining roles and responsibilities with the shared services provider, eHealth NSW

- Maintain an awareness of security threats, vulnerabilities and risks associated with communications management

- Manage the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned

- Ensure required controls are adhered to without compromising responsiveness and availability.

Key relationships

Who	Why
Internal	
Manager	▪ Escalate issues, keep informed, advise and receive instructions
Work team	▪ 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	▪ Resolve and provide solutions to issues ▪ Provide technical advice and guidance on platforms and communications systems

Who	Why	
External		
eHealth	▪ Escalate, troubleshoot, resolve and provide solutions to issues ▪ Advise and work collaboratively to implement application-driven change	
Vendors	▪ 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 communications problem resolution and problems of diverse scope.
- Specialist in the platform and communications design and support for cancer information systems
- Escalation point for the Service Desk.

Reporting line

The Senior Cloud and Network Administrator reports to the Manager, Infrastructure & Technology.

Direct reports

The Senior Cloud and Network Administrator has 0 direct reports.

Budget/Expenditure

N/A

Essential requirements

- Tertiary qualifications in relevant business systems and/or equivalent experience.
- Experience in three or more of the following areas (Switching, Server/Virtualisation, Storage, Routing, Network, Security, LAN/WAN/Wireless, VPN, Switching and routing).
- Demonstrated extensive experience in providing specialised support for applications and/or other technologies.
- Prior experience, monitoring and managing systems communications and interfaces.
- Strong written and verbal communication capable of presenting complex information to team & management.

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	Intermediate
	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
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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	• 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 Commit to Customer Service	Adept	• 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
Results Think and Solve Problems	Advanced	• 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	• 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	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

Occupation / profession specific capabilities (Skills Framework for the Information Age – SFIA)		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	Service Management, Service Operation, Network Support	**Level 5 – NTAS**
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN
	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, Network Support	Level 5 – NTAS	• Drafts and maintains procedures and documentation for network support. • Makes a significant contribution to the investigation, diagnosis and resolution of network problems. • Ensures that all requests for support are dealt with according to set standards and procedures.
Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 5 – HSIN	• Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. • Develops and implements quality plans and method statements. • Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
Service Management, Service Operation, Service Desk and Incident Management	Level 4 – USUP	• Prioritises and diagnoses incidents according to agreed procedures. • Investigates causes of incidents and seeks resolution. • Escalates unresolved incidents. • Facilitates recovery, following resolution of incidents. • Documents and closes resolved incidents according to agreed procedures.
Service Management, Service Operation, Problem Management	Level 5 - PBMG	• 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.

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