

Role Description

Technical Business Analyst



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Digital Transformation
Classification/Grade/Band	Clerk Grade 7/8
Role Number	TBA
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	February 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS), Department of the Legislative Council (LC), and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, and the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the Heads of their respective House Departments. The House Departments are responsible for providing procedural advice to the Council and the Assembly, and their respective members, on parliamentary proceedings in each House and Committees; undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy & Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises the corporate functions that provide services to all staff and members across Parliament House and the 98 electorate offices. This includes the Financial Services & Governance Branch, People, Property & Security Branch, IT Services Unit and Planning and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Technical Business Analyst is responsible for maintaining and improving the Parliamentary Information Management System (PIMS), a bespoke software solution designed to manage core parliamentary information, and for providing technical support for the Parliament's website and intranet.

Key accountabilities

- Troubleshoot user and technical issues with the PIMS system, Parliament's external website and Parliament's internal intranet.
- Maintain and upgrade existing PIMS system as required.
- Create and maintain technical system documentation, guidelines and manuals.
- Manage PIMS upgrade process, including liaising with end users in order to appropriately prioritise requests for enhancement and ensure quality is tested prior to release.
- Contribute to design enhancements discussion for PIMS and related frameworks (including website).
- Identify risks associated with PIMS and website and plan for appropriate mitigation.
- Collaborate with business analysts, project leads, internal stakeholders, vendors and IT team to resolve issues and ensure PIMS, website and intranet remain viable and consistent across all sections.
- Run training sessions and workshops.
- Maintain contact with counterparts in other parliaments to share information on current issues, best practice and developments in PIMS and other parliamentary information management systems.

Key challenges

- Maintaining awareness and understanding of the changing business needs of Parliament and its members, and of opportunities presented by cloud, digital and other emerging technologies, services and practices.
- Maintaining a strong and up to date understanding of technology used in the PIMS system, website and intranet.
- Collaborating with the IT Services team and House department teams to negotiate priorities and deliver improvements.
- Managing multiple tasks and deadlines within set timeframes and resource constraints.
- Translating highly technical and technically based concepts into the business context and obtaining support and understanding from stakeholders, senior management, clients and staff.
- Balancing competing demands to deliver technology and information in an efficient, standardised manner with the need to accommodate unique needs for information and technology in a flexible manner.

Key relationships

Who	Why
Parliamentary	
Presiding Officers / House Department Clerks and Chief Executive	<ul style="list-style-type: none">▪ Engage with relevant stakeholders to open channels of communication, provide expert advice, gather and exchange relevant information▪ Resolve and provide solutions to issues

Who	Why
Internal	
Reporting Line Manager	<ul style="list-style-type: none"> ▪ Provide advice and contribute to decision making. ▪ Identify emerging issues/risks and their implications, and propose solutions ▪ Receive guidance and provide regular updates on key projects issues and priorities. ▪ Escalate issues, advise and receive instructions.
Project Teams	<ul style="list-style-type: none"> ▪ Provide guidance and professional support and exchange information ▪ Collaborate to continually improve knowledge, build capability, and improve consistency and service quality ▪ Provide an escalation point for issues or complex decision-making
ICT Operations	<ul style="list-style-type: none"> ▪ Provide advice and contribute to decision making. ▪ Build effective relationships and share information ▪ Collaborate on common responses to project issues
Customers	<ul style="list-style-type: none"> ▪ Provide guidance, training and support to end users to ensure standardised and efficient usage of systems.
External	
Other Parliaments	<ul style="list-style-type: none"> ▪ Build effective relationships and share information ▪ Establish professional networks and relationships with other Parliaments
Vendors and suppliers	<ul style="list-style-type: none"> ▪ Maintain effective relationships and liaise to troubleshoot issues within SLAs.

Role dimensions

Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the approved Financial Delegations

Key knowledge and experience

- Awareness of project management methodologies and experience working in projects

- Familiarity with agile working behaviours including flow-based approaches is highly desirable
- Knowledge of at least some of the following technologies: Telerik and/or Kendo, ASP.NET, CSS, JavaScript, APIs, SQL and SharePoint
- Knowledge of parliament and parliamentary information and parliamentary processes is highly desirable

Essential Requirements

- Tertiary qualification or equivalent work experience in IT or a related discipline
- Knowledge of following technologies: SQL and SharePoint

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

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

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 and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
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 • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Act to prevent and report misconduct and illegal and inappropriate behaviour Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness

NSW Public Sector Capability Framework





Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity and Inclusion	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	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate