

<b>Cluster</b>	Planning & Environment
<b>Agency</b>	Museum of Applied Arts and Sciences
<b>Division/Branch/Unit</b>	Corporate Resources
<b>Location</b>	Ultimo NSW
<b>Classification/Grade/Band</b>	Clerk Grade 7/8
<b>ANZSCO Code</b>	262113
<b>PCAT Code</b>	
<b>Date of Approval</b>	October 2022
<b>Agency Website</b>	<a href="https://www.maas.museum/">https://www.maas.museum/</a>

### Agency Overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology and plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes the Powerhouse Museum Ultimo, Sydney Observatory, the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of Museum's Discovery Centre, Castle Hill which includes expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the museum's collection providing new levels of access.

### The primary purpose of the role

Working with the Operations Manager as a dependable team member, the System Administrator plans, develops, installs, troubleshoots, maintains, and supports operating systems (on-premises and in the Cloud, Azure and AWS), various services and associated server hardware, software and databases, ensuring optimum system integrity, security, backup and performance to ensure delivery of the Museum's system and services requirements.

### Key Accountabilities

- Support solutions designed by the Operations Manager to ensure the delivery of high-quality services and the efficient execution of workflows across the museum;
- Provide technical support to the service desk team and users in applications configuration, troubleshooting Hardware and Software issues for user devices and museum server infrastructure to ensure solutions are delivered with minimal downtime and high standard customer service;
- Contribute to staff training in software and systems, including developing training documentation;
- Interpret requirements of non-technical users to determine user requirements of new systems and communicate information to users in non-technical terms;
- Configure, upgrade, and maintain Servers and Systems by patching and upgrading the operating system and firmware and contributing to enterprise solutions;

- Managing appropriate levels of spare parts and warranties, escalating incidents to appropriate vendors for support and working with them to resolve the incidents;
- Provide effective systems administration, ensuring a high standard of internal and external customer service;
- Coordinating with the Service Delivery team and using management platforms to develop, deploy and maintain the standard operating environment for the desktop/mobile fleet;
- Follow and implement ITSM best practise (ITIL) for documentation, incident, problem and change management, and respond and Action Level 2 Service Desk requests and provide technical oversight for solutions to the Service Desk team;
- Provide support to Security & Enterprise Architects for all NSW Cyber Security alerts;
- Support ICT Projects which impact the user device fleet or museum infrastructure;
- Provide technical oversight for software and hardware procurements.

## Key challenges

- Balance competing demands to ensure project deadlines and customer Service Level Agreements are met;
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms, and applications;
- Ensure systems can provide service at the agreed level for the best user experience through the development and implementation of daily, weekly, fortnightly, monthly, quarterly, etc, checklists and schedules.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise, and receive instructions</li> <li>• Provide advice and recommendations on issues related to developing and implementing innovative technological solutions.</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Working collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> </ul>
<b>External</b>	
External agencies & vendors	<ul style="list-style-type: none"> <li>• To facilitate technical partnerships and collaboration with external agencies and vendors.</li> </ul>

## Role dimensions

### Decision making

This role:

- Has some autonomy and is accountable for the delivery of specific systems and projects across the Powerhouse.
- Refers to supervisor for decisions that require a change to a strategic approach, that are likely to escalate, cause undue risk; create substantial precedent; or are outside of delegation limits.
- Plans, leads and organises their work to achieve agreed business objectives and performance criteria.
- Works with members and monitors progress.
- Submits reports, analyses, briefings and other forms of advice with the support of their supervisor.

## Reporting line

- Operations Manager

## Direct reports

- Nil

## Budget/Expenditure

- Nil

## Requirements

### Essential

- Tertiary qualifications in Computer Sciences / Information Technology and Management disciplines or relevant equivalent experience.
- Demonstrated extensive experience in the operations and support of business IT systems using ITSM.
- Hands-on working experience in:
  - Office365 Admin
  - Azure and AWS administration and configuration.

### Preferred

- ITIL certificate
- VMWare





## 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](http://www.psc.nsw.gov.au/capabilityframework).

This role also utilises an occupation-specific capability set that contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://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	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	<b>Intermediate</b>
	Manage Self	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	Deliver Results	<b>Intermediate</b>
	Plan and Prioritise	<b>Intermediate</b>
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	<b>Delivery and Operation – Service Operation</b>	<b>Level 3 - SCAD</b>
	<b>Security Administration</b>	
	<b>Delivery and Operation - Service Operation</b>	<b>Level 4 – PBMG</b>
	<b>Problem Management</b>	
	<b>Delivery and Operation - Service Transition</b>	<b>Level 3 - CHMG</b>
	<b>Change Management</b>	

Category and Sub-Category	Level and Code	Level Descriptions
<b>Delivery and Operation</b>	Level 3	<b>SECURITY ADMINISTRATION (SCAD)</b> – Investigates minor security breaches in accordance with established procedures. Assists users in defining their access rights and privileges. Performs non-standard security administration tasks and resolves security administration issues.
Service Operation	SCAD	

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
<b>Delivery and Operation</b> Service Operation	Level 4 PBMG	<b>PROBLEM MANAGEMENT (PBMG)</b> – Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.
<b>Delivery and Operation</b> Service Transition	Level 3 CHMG	<b>CHANGE MANAGEMENT (CHMG)</b> – Develops, documents and implements changes based on requests for change. Applies change control procedures.

### 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
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in areas of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b>	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> </ul>

Think and Solve Problems		<ul style="list-style-type: none"> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share your own ideas to achieve the best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable the performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>