Role Description
Technical Analyst

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Office of the Commissioner Strategic Priorities and Identity
Location	Sydney
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	313199
PCAT Code	1226892
NSWPF Role Number	
Date of Approval	00/00/0000
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

Provide technical support and advice to users across multiple locations, platforms and technologies and guides the activities of staff responsible for the operational maintenance of Strategic Priorities and Identity Systems.

Key accountabilities

- Perform the duties of the role with professionalism, objectivity and integrity to the standard outlined in this Role Description and determined in the performance review process.
- Promote and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency within the team.
- Provide technical administration and leadership to clients on products, systems and configuration
- Liaise with stakeholders to provide technical support.
- Manage changes to the unit's information systems to comply with operational requirements for service 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.
- Proactively identify business risks and opportunities to continually improve efficiency and effectiveness.
- Liaise and work across NSW Government Agency clusters and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.

Key challenges

- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services.
- Balance the strategic aspects of the role with the day to day management and operational demands.

Key relationships

Who	Why
Internal*	
Director	- Escalate issues, keep informed, advise and receive instructions
Work Team	- Guide, support and motivate team, provide direction and manage performance - Review the work and proposals of team members - Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	- Provide sound and reliable advice to achieve agency objectives - Provide advice and guidance on system related topics

Role dimensions

Decision making

The role has autonomy to make day to day decisions and recommendations on appropriate enhancements to software to maximise workflow efficiency, effectiveness and to support service delivery to clients.

It exercises independence in prioritising and managing day to day creation, assessment, support and maintenance of databases, systems and technology.

Reporting line

- Director – Senior Executive
- Manager – Clerk 11/12
- Principal Policy Officer – Clerk 11/12

Direct reports

- Nil

Budget/Expenditure

- Nil

Key knowledge and experience

- Strong projects or team collaboration experience with technical and non-technical stakeholders including technology partners
- Software development experience with SaaS and Cloud Service platforms, includes identifying changes that lead to business system improvement
- Experience with requirements gathering, analyse and create design documents, and perform impact analysis on application changes.

Essential requirements

- Obtain and maintain the requisite security clearances for this position. (Negative Vetting 2) (Cleared within nine months of commencement).
- Relevant tertiary qualifications or equivalent experience.

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.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• 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	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
SFIA	Delivery and Operation, Service Operation, Incident Management	Level 4 – USUP
	Delivery and Operation, Service Operation, Application support	Level 4 – ASUP
	Delivery and Operation, Service Operation, IT Infrastructure	Level 3 – ITOP
	Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN

SFIA

NSW Government employees can access the ICT set through the Skills Framework for the Information Age Foundation website by registering as a corporate user via their NSW Government email address.

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**	**Description**	**Level**
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Priorities	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Version Control		
Version	**Summary of Changes**	**Date**
V1.0	Position Description translated into Role Description template	16/9/2020
	Transfer of position from Justice – RD straight translation from existing.	

Roles attached							
Position Number	**Region**	**Position Number**	**Region**	**Position Number**	**Region**	**Position Number**	**Region**