

# Role Description

## Principal Technical Specialist



Education

Cluster	Education
Agency	Department of education
Division/Branch/Unit	Information Technology Directorate
Role number	191942
Classification/Grade/Band	Clerk grade 11/12
ANZSCO Code	224712
PCAT Code	3116164
Date of Approval	October 2021
Agency Website	<a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

### Primary purpose of the role

The Principal Technical Specialist – SAP Solutions, participates actively in an applications and development support team accountable for delivering activities associated with the application lifecycle. The role ensures high-quality and responsive customer service, good practice software maintenance (including legacy systems), and support for the implementation of new initiatives. The Principal Technical Specialist provides sound, technical and professional advice to the role supervisor, and actively contributes to planning, system documentation and reporting.

### Key accountabilities

- Participate in a technical team to deliver timely, high quality ICT support, projects and related services to the Department's core business; enable effective integration of new systems; ensure the ongoing operational efficiency of existing applications and systems; manage and maintain system performance; and resolve system incidents in enterprise scale applications in line with departmental processes
- Provide advice for new initiatives through interpretation and translation of business requirements, and technical analysis for solutions, including formulation of resource timings.
- Contribute to software change management processes and technology upgrades to improve operational efficiency and minimise downtime.

- Work with ICT professionals, key stakeholders, vendors and system users to integrate off-the-shelf applications and systems. Actively contribute throughout the scoping, designing, development, testing and implementation phases as applicable to the project
- Contribute to ICT planning to ensure both new and existing applications and systems are considered in the context of emerging ICT requirements; actively contribute to future resource and capacity planning, ICT security and disaster recovery planning activities to provide adequate protection for the Department and system users
- Maintain timely and accurate system documentation, including change requests, technical and user guides, software asset and configuration registers, problem and resolution knowledge bases, and other documentation produced during the application and/or system lifecycle
- Provide second and third level technical support for applications, systems and programs; analyse and resolve problems, and where necessary, follow-through with external service providers; monitor recurring problems to identify trends and resolve performance issues
- Provide timely, specialist advice and support to the role supervisor, senior managers and system users to ensure seamless service delivery, reliability and optimal effectiveness of applications, systems and programs; provide operational reports to the role supervisor and/or ICT senior management team
- Collaborating with line management executives and with other stakeholders to ensure active support and resolution of risk related matters

## Key challenges

- Maintaining an acute awareness of application support and performance monitoring requirements, and effectively execute change requests and system enhancements
- Demonstrating proactivity, showing initiative and having the ability to participate in a variety of complex ICT projects in an environment with numerous stakeholders and tight timeframes
- Ensuring that existing systems / programs are fully supported during planning, development and maintenance phases for existing and new applications
- Working within the security, governance and compliance standards and understanding the process constraints and the large organisation within which it sits
- Maintaining a contemporary knowledge of industry trends, cloud technologies and related technologies in a rapidly changing environment

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>Discuss support of the systems, projects, priorities, reforms and proposed applications, systems and programs</li> <li>Provide sound advice to inform decision-making and challenge current thinking</li> <li>Receive feedback regarding performance and respond in a thoughtful and considered way</li> </ul>
Directors / Senior managers / users	<ul style="list-style-type: none"> <li>Build and maintain effective partnerships, provide advice and resolve issues arising</li> <li>Influence others to ensure full consideration of project risks, budget and/or funding</li> <li>Educate regarding application, system and program amendments</li> </ul>
IT Directorate staff proposed applications, systems and	<ul style="list-style-type: none"> <li>Collaborate in support and upgrade of current systems and implementing programs to ensure successful outcomes</li> </ul>
<b>External</b>	
External vendors / suppliers	<ul style="list-style-type: none"> <li>Communicate priorities and inform of application standards in accordance with Departmental documented procedures</li> <li>Build and maintain effective relationships</li> <li>Collaborate on support of current systems, new solutions and initiatives.</li> </ul>
External Customers/ Stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> <li>Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues</li> </ul>

## **Role dimensions**

### **Decision making**

The Principal Technical Specialist:

- Independently assesses and manages a variety of tasks, and identifies the scope and resources required for individual tasks within broad priorities agreed with the role supervisor
- Exercises judgement and initiative in resolving day-to-day issues that arise from service provision to internal clients, as well as participating in agreed projects; long-term planning is undertaken with the role supervisor
- Resolves technical problems relating to applications / systems / programs; actively collaborates with other IT specialists to ensure seamless service delivery
- Provides specialist advice regarding existing programs / systems and recommends application amendments (including related project implementation schedules)
- Prepares sound reports, analyses, submissions and other forms of written advice for consideration by the role supervisor

### **Reporting line**

The Principal Technical Specialist reports to Manager level role.

### **Direct reports**

The role may also be required to supervise other project contributors, including contractors, on discretionary projects.

### **Budget/Expenditure**

As per financial delegations.

### **Key knowledge and experience**

- Extensive experience in a large enterprise and knowledge of challenges, issues, risks and opportunities from a digital perspective in education.
- Demonstrated knowledge and understanding of contemporary industry standards and trends.

### **Essential requirements**

- Demonstrated experience in SAP enterprise technologies (GRC, Workflow, FICO, SRM, Integration, BW, SOLMAN/CHARM etc)
- Sound working knowledge of IT service management principles and frameworks including ITIL, process tools, frameworks, and best practice methods.
- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

## 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
 <b>Personal Attributes</b>	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Take the initiative and act in a decisive way</li> <li>Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation</li> </ul>	Advanced
	 <b>Relationships</b>	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	Advanced <ul style="list-style-type: none"> <li>Influence others with a fair and considered approach and present persuasive counter-arguments</li> <li>Work towards mutually beneficial 'win-win' outcomes</li> <li>Show sensitivity and understanding in resolving acute and complex conflicts and differences</li> <li>Identify key stakeholders and gain their support in advance</li> <li>Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise</li> <li>Anticipate and minimise conflict within the organisation and with external stakeholders</li> </ul>
 <b>Results</b>	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> <li>Understand the links between the business unit, organisation and the whole-of-government agenda</li> <li>Ensure business plan goals are clear and appropriate and include contingency provisions</li> <li>Monitor the progress of initiatives and make necessary adjustments</li> <li>Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately</li> <li>Consider the implications of a wide range of complex issues and shift business priorities when necessary</li> <li>Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
<div> Results</div>	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"><li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li><li>• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others</li><li>• Take account of the wider business context when considering options to resolve issues</li><li>• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements</li><li>• Implement systems and processes that are underpinned by high-quality research and analysis</li><li>• Look for opportunities to design innovative solutions to meet user needs and service demands</li><li>• Evaluate the performance and effectiveness of services, policies and programs against clear criteria</li></ul>	Advanced
	<div> Business Enablers</div>	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"><li>• Champion the use of innovative technologies in the workplace</li><li>• Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies</li><li>• Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes</li><li>• Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes</li><li>• Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies</li></ul>

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 People Management	<b>Inspire Direction and Purpose</b> Communicate goals, priorities and vision, and recognise achievements	<ul style="list-style-type: none"> <li>Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders</li> <li>Translate broad organisational strategy and goals into tangible team goals and explain the links for the team</li> <li>Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders</li> </ul> <hr/> Work to remove barriers to achieving goals	Adept






### 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
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 <b>Business Enablers</b>	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 <b>People Management</b>	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept