

Role Description

Systems Administrator

Infrastructure

Cluster	Justice
Agency	Legal Aid NSW
Division/Branch/Unit	IT Services & Records
Location	Central Sydney
Classification/Band/Grade	Clerk Grade 7/8
ANZSCO Code	531111
PCAT Code	1326092
Date of Approval	30 August 2019
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising of a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including the two satellite offices located at Walgett and Burke, and a number of specialist services and advice clinics. Working at Legal Aid NSW provides the opportunity to support people with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness who may experience difficulties when enforcing and defending their rights.

Primary purpose of the role

Provides technical support for the day-to-day operations of the ICT systems.

Key accountabilities

- Assist in the provisioning, installation/configuration, operation, and maintenance of infrastructure including standard operation environments to ensure a high level of system availability and reliability
- Provide technical administration and support for the day-to-day operations of the Legal Aid NSW ICT Systems
- Ensure the use of agreed tools and methods to address and resolve user identified problems in line with service level agreements
- Liaise with internal and external stakeholders to provide technical support
- Monitor, analyse and report on systems performance and alerts, escalating problems as necessary to maintain ICT system performance to meet user demand
- Proactively identify business risks and opportunities to continually improve efficiency and effectiveness
- Contribute to effective up-to-date knowledge sharing and coaching to build team capacity

Key challenges

- Balance the strategic aspects of the role with day to day management and operational demands

- Integrate system solutions across disparate platforms and technologies in a range of environments

Key relationships

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ 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 ▪ Service level management – assist with availability requirements
Clients/customers	<ul style="list-style-type: none"> ▪ Resolve issues and provide solutions to problems ▪ Provide technical and/or hardware/software support services ▪ Ensure compliance with agency and sector rules and standards ▪ Enhance availability, efficiency and quality of service to end users

Role dimensions

Decision making

Consultation with Manager Infrastructure takes place as necessary, on substantial decisions, strategic directions or complex technical issues.

Reporting line

Reports to Manager Infrastructure

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements of the role

- Fully vaccinated against COVID-19 prior to commencement

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


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	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Service Management, Service Operation, Service desk and incident management	Level 4 – USUP
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN

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	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 4 – USUP	Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation
Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN	Undertakes routine installations and deinstallations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.