Role Description
Senior SAP Security Specialist

Role Description Fields	Details
Cluster	Education
Department/Agency	Department of Education
Division/Branch/Unit	Operations Group Executive / Information Technology Directorate / Application Services (Core ERP)
Role number	283129
Classification/Grade/Band	Clerk Grade 11/12
Senior executive work level standards	Not Applicable
ANZSCO Code	261112
PCAT Code	3226465
Date of Approval	July 2025
Agency Website	Education.nsw.gov.au

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Primary purpose of the role

The Senior SAP Security Specialist ensures high-quality and responsive customer service, good practice software maintenance (including legacy systems), and support for the implementation of new initiatives.

Provides sound, technical and professional advice to the role supervisor, and actively contributes to planning, system documentation and reporting.

The Senior SAP Security Specialist participates actively in an applications and development support team accountable for delivering activities associated with the application lifecycle.

Key accountabilities

- Provide support, development and administration of SAP Security and GRC Access Control including access risk analysis and mitigation strategies across the SAP landscape.
- Lead security design and role build activities across SAP systems, ensuring alignment with business processes, compliance requirements and internal controls.
- Partner with technical and functional teams to ensure that new implementations or system changes adhere to security standards and meet audit and compliance requirements.
- Support the ongoing operation and monitoring of SAP GRC tools and proactively identify, assess and respond to segregation of duties (SoD) risks and audit findings.
- Coordinate and drive resolution of user access and authorisation issues, working with support teams to minimise risk and improve user experience.

- Provide assurance on access compliance and security best practice across the SAP ecosystem, including S/4HANA, ECC, GRC, and related SAP modules.
- Lead the analysis and remediation of audit findings, internal and external controls, and risk reporting relevant to SAP Security and GRC.
- Contribute to continuous improvement and knowledge sharing within the SAP Security domain, including mentoring other security team members.

Key challenges

- Maintaining an acute awareness of application support and performance monitoring requirements, while effectively executing change requests and system enhancements.
- Ensuring that existing systems/programs are fully supported during planning, development and maintenance phases for existing and new applications, while maintaining a contemporary knowledge of industry trends, cloud technologies and related technologies in a rapidly changing environment.
- Working within the security, governance and compliance standards and understanding the process constraints and the large organisation within which it sits.

Key relationships

Internal

Who	Why
Manager	- Discuss support of the systems, projects, priorities, reforms and proposed applications, systems and programs - Provide sound advice to inform decision-making and challenge current thinking - Receive performance feedback and respond in a thoughtful and considered way
Directors; Senior managers; Users	- Build and maintain effective partnerships, provide advice and resolve issues arising - Influence others to ensure full consideration of project risks, budget and/or funding - Educate regarding application, system and program amendments
IT Directorate staff	Collaborate in support and upgrade of current systems and implementing proposed applications, systems and programs to ensure successful outcomes

External

Who	Why
External vendors / suppliers	- Communicate priorities and inform of application standards in accordance with Departmental documented procedures - Build and maintain effective relationships - Collaborate on support of current systems, new solutions and initiatives

Role dimensions

Decision making

The role 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.

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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,

In matters that are sensitive, high risk, or business critical, the role consults with the Director to agree on a suitable course of action.

Reporting line

Manager, Platforms and Security Support

Direct reports

Nil

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 experience in SAP Security and GRC across large-scale enterprise environments, including extensive experience with GRC Access Control and SoD risk remediation.
- Knowledge of IT service management principles and frameworks including ITIL, process tools and frameworks.
- 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.

Essential requirements

- Demonstrated understanding of and commitment to the value of public education.

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

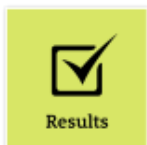| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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	Adept
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders	Advanced

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|	**Plan and Prioritise**	• Understand the links between the business unit, organisation and the whole-of-government agenda	Advanced
	Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Ensure business plan goals are clear and appropriate and include contingency provisions	
		• Monitor the progress of initiatives and make necessary adjustments	
		• Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately	
		• Consider the implications of a wide range of complex issues and shift business priorities when necessary	
		• Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning	
	Think and Solve Problems	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues	Advanced
	Think, analyse and consider the broader context to develop practical solutions	• Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others	
		• Take account of the wider business context when considering options to resolve issues	
		• Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements	
		• Implement systems and processes that are underpinned by high-quality research and analysis	
		• Look for opportunities to design innovative solutions to meet user needs and service demands	
		• Evaluate the performance and effectiveness of services, policies and programs against clear criteria	

	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced

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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept

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Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Adept

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