Role Description
Middleware Specialist

Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Finance and Business Services / Information Technology / Solution Delivery
Location	Burwood
Role Grade or Band	RC6
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Permanent Full Time
Role Number	50054786
ANZSCO Code	263299
PCAT Code	1226060
Job Code	TBC
Health Assessment Category - Safety	Category 4
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	August 2018
Agency Website	**www.sydneytrains.nsw.gov.au**

Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Primary purpose of the role

The primary purpose of the role is to design, develop and support an effective and efficient enterprise application integration (EAI) solution which includes application integration, API and streaming management for Sydney Trains in alignment with Enterprise Architecture.

Key accountabilities

- Identifying opportunities within SydneyTrains where enterprise application integration solutions will deliver enhanced systems integration.

- Analysing business requirements, developing options and recommending EAI solutions includes application integration, API, streaming management to meet business and technical needs
- Developing new and enhanced EAI solutions which include application integration, API and streaming that facilitate the achievement of business outcomes and improve business efficiencies and processes through leveraging technology
- Supporting project implementation activities, deploy code and attend Change Advisory Board meetings to contribute to the delivery of EAI solutions
- Designing and documenting procedures for the installation, operations and support of Sydney Trains EAI Environments.
- Contributing to the continuous improvement of the team's processes, systems and documentation to support best practice in EAI solutions.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains SMS requirements as defined in SMS document number SMS-02-RG-3058

Key challenges

- Ensuring EAI solutions adhere to Sydney Train's architecture standards and that all solutions meet the business requirements
- Effective deployment of high quality EAI solutions in a complex integrated environment and within the required timeframes.
- Managing the competing demands of the business systems and setting priorities for maintenance and releases.

Key relationships

Who	Why
Internal	
Senior Integration Specialist and team	- Escalate issues, keep informed, advise and receive instructions - Provide regular updates on key projects, issues and priorities - Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
EAI Delivery & support team, Project Managers, Solution Architects, Business Analysts	- Provide subject matter expertise and advisory support to EAI projects - Ensure EAI team is aware of priority requirements and problems, including attending Customer forums (e.g. Web Publishers' Forum)
External	
TfNSW leadership, and other Transport operating agencies Sydney Trains EAI Customers Outsourced providers Suppliers &Vendors	- Build collaborative working relationships - Software support

Role dimensions

Decision making

As per the delegation of the role

Reporting line

This role reports to the Senior Integration Specialist

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in relevant discipline and/or demonstrated relevant professional experience
- In-depth knowledge of technical aspects of EAI includes application integration, API, Streaming and the environment in which these technologies operate.

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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at 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	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Delivery & Operation, Service Operation, Application Support**	**Level 5 ASUP**
	Strategy & Architecture, Advice & Guidance, Specialist Advice	Level 5 TECH
	Development and Implementation, Systems Development, Programming / Software Development	**Level 4 PROG**

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 Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• 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	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness

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GOVERNMENT

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Adept	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	**Level and Code**	**Skill and Level Description**
Development & Implementation, Systems Development	**Level 4 PROG**	**Programming / Software Development** Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. Contributes to selection of the software development approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Applies agreed standards and tools, to achieve well-engineered outcomes. Participates in reviews of own work and leads reviews of colleagues' work
Delivery & Operation, Service Operation	**Level 5 ASUP**	**Application Support** Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures