

# Role Description

## SharePoint Information Administrator



|                           |   |
|---------------------------|---|
| Cluster                   | Department of Enterprise, Investment & Trade                                  |
| Agency                    | Sydney Opera House  |
| Division/Branch/Unit      | Technology, Corporate Services  |
| Location                  | Sydney CBD  |
| Classification/Grade/Band | Grade 3, Level 2  |
| ANZSCO Code               | 262113  |
| PCAT Code                 | 1226192   |
| Role Number               | W03729R03118  |
| Date of Approval          | February 2023   |
| Agency Website            | <a href="http://www.sydneyoperahouse.com">http://www.sydneyoperahouse.com</a> |

### AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Enterprise Investment and Trade. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be **Everyone's House**; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (**Creativity, Courage, Inclusivity, Integrity, Collaboration and Care**):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

### PURPOSE OF THE ROLE

The SharePoint Information Administrator assists with the implementation and adoption of Microsoft SharePoint collaboration and content management platform, using in-place electronic documents and records management system (AvePoint Opus). This role create and maintain the SOH SharePoint information architecture (Document sites and libraries) during the deployment of Microsoft 365 (M365) and beyond.

### KEY ACCOUNTABILITIES

- Automate the lifecycle of information within SharePoint, in line with SOH business classification scheme (BCS) and applicable NSW State Records retention schedules (including GA28 and FA402).
- Configure and administer SOH SharePoint sites and AvePoint Opus.
- Thoroughly document the configuration and interdependencies of Sydney Opera House's information requirements and assist in migrating corporate information from network drives to managed SharePoint document sites.
- Lead and assist Digital Champions across the organisation in embracing SharePoint as the new corporate information repository.

- Develop and maintain a testing plan and scripts for all aspects of user acceptance testing (UAT) including leading the UAT process.
- Assist in development and maintenance of user and administrator procedures and provide support to all staff on new platform during and post deployment of SharePoint.
- Prepare auditing and reporting settings on data lifecycle and access of data and continuously monitor use and compliance

## KEY CHALLENGES

- Maintaining and championing best-practice information management in a dynamic and non-stop performing arts centre with a focus on performance deadlines.
- Understanding and keeping up to date with M365 functionality and Microsoft Purview and using PowerShell commands.
- Ensuring staff comply with and follow information management processes and adoption of SharePoint corporate information sites.
- Championing change management and assisting staff in day to day access permissions and site requests while implementing new processes.

## KEY RELATIONSHIPS

| WHO                   | WHY   |
|-----------------------|---|
| <b>Internal</b>       |   |
| Information Analyst   | To receive direction and provide advice regarding SharePoint sites, permission rules and AvePoint Opus                                      |
| Information Manager   | To receive direction and provide advice regarding information lifecycle and assist with implementation of BCS rules and SharePoint settings |
| Records Team Lead     | To collaborate on staff recordkeeping rules and ensure clarity and consistency  |
| Technology department | To receive assistance in developing the SharePoint corporate information compliant platform and collaborate on all things M365              |
| Legal                 | To ensure corporate records are effectively managed and legislative requirements are met  |
| All Staff             | To provide expert advice, support and training on information management in SharePoint  |

## ROLE DIMENSIONS

### Decision Making

Being the first point of contact to the business for all things SharePoint and Opus, the Administrator has the flexibility to make decisions on creating document sites and escalate to the Information Analyst on need basis. The Administrator must understand technologies and governance process well enough to know when to escalate.

### Reporting Line

Information Analyst

### Direct Reports

Nil

## ESSENTIAL REQUIREMENTS

- Relevant tertiary qualifications and business experience (2-5 years) in information management and/or technology support in a medium sized organisation.

- Experience administering and providing training and support in SharePoint, including information compliance settings and in-place records management platform.
- Strong understanding of SharePoint settings, Azure AD, M365 and information governance, including data lifecycle management and information security.
- Demonstrated high-level analytical and research skills and their application in an information management environment.
- High level of personal integrity and confidentiality due to the access of highly sensitive information.
- Self-motivated, works independently and as part of a team with advanced communication and customer service skills, including an ability to translate specialist concepts for non-technical stakeholders.
- Scripting experience in Java, PowerShell, or similar.

## DESIRABLE REQUIREMENTS





- Experience with change management and a demonstrated ability with creating positive user experiences.
- Experience in managing and configuring information systems.
- Working knowledge of programming languages HTML/CSS/Javascript

## 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](http://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               |
| <br>Personal Attributes | <b>Display Resilience and Courage</b> | <b>Intermediate</b> |
|  | <b>Act with Integrity</b>             | <b>Intermediate</b> |
|  | Manage Self                           | Intermediate        |
|  | Value Diversity                       | Intermediate        |
| <br>Relationships       | <b>Communicate Effectively</b>        | <b>Intermediate</b> |
|  | <b>Commit to Customer Service</b>     | <b>Intermediate</b> |
|  | Work Collaboratively                  | Intermediate        |
|  | Influence and Negotiate               | Foundational        |
| <br>Results             | Deliver Results                       | Intermediate        |
|  | Plan and Prioritise                   | Intermediate        |
|  | <b>Think and Solve Problems</b>       | <b>Adept</b>        |
|  | <b>Demonstrate Accountability</b>     | <b>Intermediate</b> |
| <br>Business Enablers   | Finance                               | Foundational        |
|  | <b>Technology</b>                     | <b>Adept</b>        |
|  | Procurement and Contract Management   | Foundational        |
|  | Project Management                    | Foundational        |

### 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  |
|--|--------------|---|
| <b>Personal Attributes</b><br>Act with Integrity             | Intermediate | <ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul> |
| <b>Personal Attributes</b><br>Display Resilience and Courage | Intermediate | <ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>  |
| <b>Relationships</b><br>Communicate Effectively              | Intermediate | <ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>  |
| <b>Relationships</b><br>Commit to Customer Service           | Intermediate | <ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>  |
| <b>Results</b><br>Think and Solve Problems                   | Adept        | <ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>  |
| <b>Results</b><br>Demonstrate Accountability                 | Intermediate | <ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>  |

## NSW Public Sector Capability Framework

| Group and Capability                   | Level | Behavioural Indicators   |
|--|-------|--|
| <b>Business Enablers</b><br>Technology | Adept | <ul style="list-style-type: none"><li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li><li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li><li>• Understand, act on and monitor compliance with information and communications security and use policies</li><li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li><li>• Support compliance with the records, information and knowledge management requirements of the organisation</li></ul> |