Role Description
Lead Application Administrator

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Technology Command
Location	Various
Classification/Grade/Band	CSO5
ANZSCO Code	262113
PCAT Code	1226392
NSWPF Role Number	RD-473
Date of Approval	06/06/2018
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 18,000 police officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

We are a proud employer of a diverse range of people that reflects the community of NSW, all who are committed to building a workplace that creates a sense of belonging and inclusion for all. The work is challenging and rewarding, and our employees meet and work alongside inspirational people sharing unique experiences and perspectives, all whilst making a difference to people's lives. From frontline policing to corporate careers, roles requiring specialist expertise and leadership roles, there are over 60 different career pathways to choose from and there are jobs for all capabilities, skills, goals, and interests.

The NSWPF serves our people and the community by modelling behaviours of respect, pride and trust in all that we do. The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The role is responsible for planning, designing, supporting and maintaining the ICT systems, and provides leadership and guidance to the other Application Administrators within the team.

Key accountabilities

- Provide leadership to staff on applications, systems and configuration, including the planning, design, installation, configuration, maintenance, service support, performance tuning, enhancing and monitoring of all assigned applications.
- Perform application monitoring and analysis, performance tuning, configuration, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain system performance to meet user demand
- Reduce operational risk and improve availability of the applications by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to
- Develop and oversight application maintenance procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Collect and analyse operational data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased server availability
- Escalate performance issues with internal and/or external providers to minimise adverse impact of systems availability on business continuity. Report against performance metrics to highlight areas where applications development, vendor relationship management or strategic infrastructure modifications are required for enhancing business performance and efficiency
- Build capability within the ICT technical stream ensuring effective knowledge sharing and coaching
- Evaluate new software solutions and monitor the market for emerging technologies.

Key challenges

- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services
- Manage conflicting and concurrent ICT infrastructure installation/upgrade/refresh projects and programs
- Manage the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned and that required controls are adhered to without compromising responsiveness and availability.

Key relationships

Who	Why
Internal*	
Manager	- Escalate issues, keep informed, advise and receive objectives - Determine support requirements and plan for requested changes - Agree system installation activities and provide feedback on projects
Work team	- Inspire, guide, support and motivate team, provide direction and manage performance - Review the work and proposal of team members - Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	- Resolve and provide solutions to issues - Enhance efficiency and quality of service to end users

Who	Why
External	
Suppliers/Vendors	• Define scope for projects and maintenance activities • Manage and report on supplier related KPI's and performance targets • Keep abreast of new technologies and trends within the industry

Role dimensions

Decision making

The role has some autonomy to make decisions around prioritising of work tasks, and time management, in accordance with project and operational timeframes in liaison with their manager.

Reporting line

• Manager – CSO6

Direct reports

• Application Administrator – CSO4
• Application Support Officer – CSO2

Budget/Expenditure

• Nil

Key knowledge and experience

• Demonstrated technical expertise with extensive experience in system support and administration, predominantly in support of multiple systems and cloud environment
• Demonstrated sound understanding of enterprise software architecture & configuration, system integrations
• Demonstrated leadership skills and abilities to manage work priority, with a proven ability to develop and maintain appropriate relationships and networks with internal and external stakeholders.

Essential requirements

• Obtain and maintain the requisite security clearances for this position
• Tertiary qualifications in a relevant Information Technology discipline or demonstrated experience in solutions development
• Ability to maintain and provide 24 hour / 7 days per week support for applications ensuring reliability and high availability as per team rosters.

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.

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework. They are important to identifying performance required for the role and development opportunities.

The complimentary capabilities for this role are shown on the following pages with an explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Occupation specific capabilities (Focus & Complementary)

Occupation specific capabilities exist for Human Resources, Finance, Procurement, Legal and IT (SFIA) role types. They show a progressive increase in complexity and do not necessarily correspond to grades.

These can be found on the **HR Intranet > Careers and deployment > Workforce planning > Role Description Library > Related documents> Capability Framework**

Capabilities Summary

The focus capabilities in all tables below (including Occupation Specific/SFIA) are in **bold.**

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 and Inclusion	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
Results	Deliver Results	Advanced
	Plan and Prioritise	**Adept**
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Occupation specific capabilities (ICT)		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
▊SFIA	**Delivery and operation, Service management, Incident management**	**Level 5 - USUP**
	Delivery and operation, Technology management, Systems installation and removal	**Level 5 - HSIN**
	Strategy and architecture, Advice and guidance, Methods and tools	**Level 5 - METL**

▊SFIA

NSW Government employees can access the ICT set through the [Skills Framework for the Information Age](#) Foundation website by registering as a corporate user via their NSW Government email address.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • 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	Advanced
Business Enablers	**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

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks	Adept

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COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	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
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	**Skill and Level Description**	**Level and Code**
Delivery and operation, Service management	**Incident management** Develops, maintains and tests incident management procedures in agreement with service owners. Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement. Analyses metrics and reports on the performance of the incident management process.	**Level 5 - USUP**
Delivery and operation, Technology management	**Systems installation and removal** Takes responsibility for installation and/or decommissioning projects. Provides effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.	**Level 5 - HSIN**
Strategy and architecture, Advice and guidance	**Methods and tools** Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards. Evaluates and selects appropriate methods and tools in line with agreed policies and standards. Contributes to organisational policies, standards, and guidelines for methods and tools. Implements methods and tools at programme, project and team levels including selection and tailoring in line with agreed standards. Manages reviews of the benefits and value of methods and tools. Identifies and recommends improvements.	**Level 5 - METL**

SFIA

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Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	06.06.2018
V1.1	Transfer into new Rd template, amend location, add KKE's and update to SFIA 8	11.08.2023

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50664759	TC						