

Role Description

Technical Support Administrator



Treasury

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| Cluster | The Treasury |
| Agency | NSW Treasury |
| Division/Branch/Unit | Chief Information / IT Projects |
| Location | Sydney CBD |
| Classification/Grade | Clerk Grade 07/08 |
| ANZSCO Code | 221111 |
| PCAT Code | 2113392 |
| Date of Approval | October 2019 |
| Agency Website | www.treasury.nsw.gov.au |

Agency overview

The key customer of NSW Treasury is the NSW Government on behalf of the people of NSW. Our vision is ensuring that the people of NSW have access to services and infrastructure that deliver social and economic benefits underpinned by a strong and sustainable economic and financial position.

Information about the structure and functions of the NSW Treasury can be sourced on our website: <https://www.treasury.nsw.gov.au> (Refer to “About Treasury” and “Our Treasury Team”).

As part of our vision to become a World Class Treasury, we believe Treasury has a primary role to support and invest in our key partners (service delivery clusters). This includes a responsibility to lift the financial management capability and culture across the sector and support NSW Government’s commitment to achieve significant and sustainable financial management improvement

Primary purpose of the role

The Technical Support Administrator provides technical support and advice to users across multiple locations, platforms and technologies and provides guidance on operations and maintenance of these business applications, which include Salesforce, Okta, Jira, and Confluence.

Key accountabilities

- Participate in the full application life cycle from design to development, testing, and deployment
- Translate business requirements into well-architected solutions that best leverage the Salesforce platform and products
- Participate in design sessions; develop solution documentation aligned with the business objectives
- Develop, test, and document custom development/configuration, integrations, and data migration elements of a Salesforce implementation
- Promote and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency within the team
- Manage set-up activities for large-scale or complex deployments or changes to the organisations information systems to comply with operational requirement for service delivery
- Analyse and report on the performance of assigned systems and applications to guide owners in the development of business cases for necessary upgrades or decisions that will reduce issues and/or eliminate adverse impacts upon service delivery

- Develop, review and maintain support documentation to assist others in restoring services and reduce the impact of unplanned outages
- Manage and triage stakeholder needs
- Support the business with user account and data updates as well as building reports and dashboards.

Key challenges

- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services
- Design solutions that derive maximum benefits and leverage more value from our existing Salesforce investment
- Design solutions aligned to business outcomes, with adherence to architecture methods and standards

Essential requirements

- 2+ years of Salesforce platform administration or development experience in Service Cloud or Sales Cloud
- Demonstrate commercial acumen and the capability to deliver Salesforce solutions with clients and build future roadmaps
- Proven experience working within development life cycle and project delivery methodologies (Agile, Waterfall)

Highly Desirable requirements

- Salesforce Certified Administrator (ADM 201)
- Salesforce Certified Platform Developer I or relevant certifications
- Development experience in Visualforce, Apex, JavaScript, Lightning and related technologies
- Community Cloud experience

Key relationships

| Who | Why |
|-------------------|--|
| Internal | |
| Manager | <ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions |
| Work team | <ul style="list-style-type: none"> ▪ Inspire, guide, support and motivate team, provide direction and manage performance ▪ Review the work and proposals of team members ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes |
| Clients/customers | <ul style="list-style-type: none"> ▪ Provide sound and reliable advice to achieve agency objectives ▪ Provide advice and guidance on system related topics |





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

| Capability Set | Category, Sub-category and Skill | Level and Code |
|---|---|-----------------------|
|  | Service Management, Service Operation, Service desk and incident management | Level 4 – USUP |
| | Service Management, Service Operation, Application support | Level 4 – ASUP |
| | Service Management, Service Operation, IP Operations | Level 3 – ITOP |
| | Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning | Level 4 – HSIN |
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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 | Intermediate | <ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations |
| Relationships Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> 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 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"> 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 Project Management | Adept | <ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects |

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. |