

Role Description

Systems Integration Officer



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	Biosecurity & Food Safety / Compliance Integrity Systems
Location	Negotiable
Classification/Grade/Band	Clerk Grade 7/8
Job Family	Bespoke/ Information and Communication Technology / Delivery
ANZSCO Code	263299
PCAT Code	1226692
Date of Approval	October 2022
Agency Website	www.dpi.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Branch is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

The Systems Integration Officer performs infrastructure and application support and project management to contribute to the development, delivery and support of a range systems and projects to support Biosecurity and Food Safety and Emergency Management. The role ensures that projects and systems are inline with established objectives and standards.

Key accountabilities

- Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology
- Develop and maintain clear, concise and current documentation for core systems infrastructure and integration components

- Co-ordinate activities for large-scale or complex deployments or changes to the organisations information systems to comply with operational requirement for service delivery to BFS and the Emergency Management Unit
- 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
- Provide customer centred support for consumers of the Biosecurity Toolset
- Provide technical assistance to projects or special research that advances the technical objectives of BFS
- Participate in emergency preparedness and response activities including training and preparedness exercises as required.

Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities
- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation of enterprise applications and services
- Managing a wide range of supplier relationships and providing solutions to complex associated issues

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"> ▪ Provide advice and share knowledge and information to work team members on technical issues ▪ Work collaboratively to contribute to supporting the achievement of the organisation's business goals
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 ▪ Manage expectations, resolve issues and provide solutions to problems
External	
Vendors and suppliers	<ul style="list-style-type: none"> ▪ Liaise with the vendors and suppliers to ensure the functionality of systems, and advising on system user issues

Role Dimensions

Decision making

The role exercises substantial personal responsibility and autonomy to manage own work load and priorities. Makes decisions which influence the success of projects and team objectives.

Reporting line

Leader Biosecurity Systems Support

Direct reports

Nil

Budget

Nil

Key knowledge and experience

Skills in the following:

- Managing deployment and documentation of systems, infrastructure, and integration
- Knowledge of AWS/Azure cloud services and infrastructure as code
- Knowledge of Auth0 or similar IDAM platform, MS Power Platform, Jitterbit or similar ESB.
- Requirements gathering, business analysis and project delivery
- Providing advice on emerging technologies in context of service development and improvement
- Ability to learn and support bespoke applications
- Proficiency in communicating with stakeholders
- High degree of skill trouble shooting technology issues
- High attention to detail
- Extensive experience in providing technology support
- Experience in the use of a service management tool such as Service Now to provide customer support
- Ability to work in emergency responses to enable responders for NSW DPI

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
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 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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

	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers 	Intermediate
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept



Project Management

Understand and apply effective planning, coordination and control methods





- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects





Adept

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational