

# Role Description

## Product Engineer



Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Product & Digital
Location	McKell
Classification/Grade/Band	Service NSW Award Grade 7/8
ANZSCO Code	261312
PCAT Code	1136492
Date of Approval	March 2019
Agency Website	<a href="https://www.service.nsw.gov.au">https://www.service.nsw.gov.au</a>

### Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services.

Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres.

We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

### Primary purpose of the role

The Product Engineer supports the development and delivery of high-quality, reliable, reusable and maintainable code to support the delivery of strategic objectives for Service NSW and partner agencies. This role works collaboratively with clients and colleagues to deliver Service NSW objectives.

### Key accountabilities

- Supports end to end product development through build, release, maintenance and enhancement of product features, to deliver high quality products
- Contributes technical expertise to support the enhancement of the quality product solution design
- Prepares and maintains specialised code to enable product development, and enhancements to the existing code base
- Assists with iterative testing processes and continuously gathering feedback to improve the quality of code and reduce operational risk
- Assists with the resolution of technical risks and issues, and provides product support and problem resolution to minimise the impact of product related service outages

- Contributes to developing guidelines and practices, to enable high performance product development and support the product roadmap

## Key challenges

- Balance competing demands to ensure deliverables are achieved and determine the future demand for resources based on changing business needs
- Understand relationships between components of processes and the impact of changes
- Managing stakeholder and team expectations and outcomes -

## Key relationships

Who	Why
<b>Internal</b>	
Product Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> <li>• Inform on agreed product design</li> </ul>
Product Team	<ul style="list-style-type: none"> <li>• Work collaboratively to contribute to achieving multiple team's business outcomes</li> <li>• Contribute to meetings to obtain the work group perspective and share information</li> </ul>
Customers and other divisions	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Develop and document solution requirements</li> </ul>
<b>External</b>	
SNSW partner agencies	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Evaluate options for solutions and services</li> <li>• Incorporate external requirements and features in solution development</li> </ul>

## Role dimensions

### Decision making

This role works with a limited degree of autonomy and decision making is based on sound evidence. The Product Engineer is accountable for the quality, integrity and accuracy of advice provided. Complex matters and issues are escalated to the Principal Product Engineer, Product Manager or relevant Director.

### Reporting line

This role reports to the Product Manager

### Direct reports

None

### Budget/Expenditure

Nil

## Essential requirements

- A tertiary qualification in Computer Science or related field, or equivalent
- Experience in testing, Cloud deployment and management (especially AWS)





## 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)


This role also utilises an [occupation specific capability set](#).

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

## Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
 SFIA	Development & Implementation, Systems Development, Programming/software Development	Level 3– PROG
	<b>Development &amp; Implementation, Systems Development, Testing</b>	<b>Level 3 – TEST</b>

## 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> 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> 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> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>Utilise facts, knowledge and experience to support recommendations</li> <li>Work towards positive and mutually satisfactory outcomes</li> <li>Identify and resolve issues in discussion with other staff and stakeholders</li> <li>Identify others' concerns and expectations</li> <li>Respond constructively to conflict and disagreements</li> <li>Keep discussion focused on the key issues</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>Research and analyse information and make recommendations based on relevant evidence</li> <li>Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> 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>

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-category	Level and Code	Level Descriptions
<b>Development &amp; Implementation,</b> Systems Development	Level 3 TEST	<b>Testing (TEST)</b> – Reviews requirement and specifications, and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risk associated with own work.