

Role Description

Solution Architect



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Digital Technology and Innovation (DTI)
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	CS05
ANZSCO Code	261313
PCAT Code	1226192
NSWPF Role Number	
Date of Approval	26/06/2019
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure 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 16,000 sworn 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 five 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. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

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 following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Solution Architect is responsible for the development of the technology solutions and mapping the business requirements to systems/technical requirements to ensure they are in line with the enterprise architectural plan.

Key accountabilities

- Review, interpret and respond to detailed business requirements specifications (BRS) to ensure alignment between customer expectations and current or future ICT capability.
- Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximise the return on technology investment.

- Within the agreed enterprise architecture, define and design technology solutions to assist the business in meeting their business objectives.
- Develop, test and implement technology solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes.
- Work closely with organisational key stakeholders and developers to ensure that the needs of the business are being met by the architecture teams.
- Conduct research and analysis to inform recommended IT solutions across a range of organisational mainframes and technical systems and devices.

Key challenges

- Identify system, infrastructure and project interdependencies and balance competing demands to ensure project deliverables are achieved.
- Ensures applications solutions comply with the NSW Police information technology policies, procedures, standards and security practices.
- Keep abreast of the changing solution environment in order to provide sound information and advice.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Inform manager about agreed ICT architecture • Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving multiple team's business outcomes • Participate in meetings to obtain the work group perspective and share information
Clients/customers	<ul style="list-style-type: none"> • Resolve and provide solutions to issues • Develop and document solution requirements
External	
Vendors / Suppliers	<ul style="list-style-type: none"> • Evaluate options for solutions and services • Incorporate external requirements and features in solution designs

Role dimensions

Decision making

This role has autonomy to make recommendations regarding architectural solutions based on leading technologies and practices in liaison with their team leader. This role has autonomy to prioritise tasks to achieve goals to meet timeline set by the team leader.

Reporting line

Depending on the location, this role may report to the following:

- Manager Technology - Clerk 11/12
- Director Technology, Infrastructure & Networks

Direct reports

- Nil

Budget/Expenditure

- Nil

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 and willingness to work outside core hours as per operational needs





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

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Strategy and architecture, Technical strategy and planning, Solution architecture	Level 5 – ARCH
	Development and implementation, Systems development, Systems design	Level 5 – DESN
	Strategy and architecture, Business strategy and planning, Innovation	Level 5 - INOV

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 Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> 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 Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
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, Sub-category	Level and Code	Skill and Level Description
Strategy and architecture, Technical strategy and planning	Level 5 - ARCH	Solution architecture - Uses appropriate tools, including logical models of components and interfaces, to contribute to the development of systems architectures in specific business or functional areas. Produces detailed component specifications and translates these into detailed designs for implementation using selected products. Within a business change programme, assists in the preparation of technical plans and cooperates with business assurance and project staff to ensure that appropriate technical resources are made available. Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

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

Category, Sub-category	Level and Code	Skill and Level Description
Development and implementation, Systems development	Level 5 - DESN	Systems design - Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality, security and systems management requirements.

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template – amended Command	19.06.2019