Role Description
Senior Systems Administrator

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch/Unit	Corporate/People/Analytics, Payroll & Establishment
Location	Parramatta/Sydney CBD/Parramatta/Newcastle
Classification/Grade/Band	Clerk Grade 9-10
Role Family	Bespoke/People & Culture
ANZSCO Code	223112
PCAT Code	1224292
Date of Approval	March 2020
Agency Website	www.nsw.gov.au/regional-nsw

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has 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.

Primary purpose of the role

The Senior Systems Administrator manages a team and is responsible for overseeing system installations, as well as monitoring and maintaining the organisation's systems and evaluating new server hardware and software.

Key accountabilities

- Perform system monitoring and analysis, performance tuning, 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 server infrastructure by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to
- Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Evaluate new system hardware and software solutions and monitor the market for emerging technology
- 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.

Key challenges

- Manage the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned

- Ensuring required controls are adhered to without compromising responsiveness and availability

Key relationships

Who	Why
Internal	
Manager	▪ Escalate issues, keep informed, advise and receive instructions ▪ Contribute to the development of sustainable technology solutions
Work team	▪ Inspire, guide, support and motivate team, provide direction and manage performance ▪ Review work proposals of team members ▪ Provide technical specialty to contribute to achieving the team's business outcomes ▪ Participate in meetings to obtain the work group perspective and share information
Clients/customers	▪ Resolve and provide solutions to issues ▪ Provide consistent and quality technical and/or hardware services advice for business improvement and compliance with agency rules/standards

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	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Service Management, Service Operation, System software**	**Level 5 – SYSP**
	Service Management, Service Transition, Change management	**Level 5 – CHMG**
	Service Management, Service Operation, Security administration	Level 4 – SCAD
	Service Management, Service Operation, Service Desk and Incident Management	Level 4 - USUP

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	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	• 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	Advanced	• Tailor communication to the audience

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Think and Solve Problems		• 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
Business Enablers Technology	Adept	• 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
Business Enablers Project Management	Adept	• 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
People Management Manage and Develop People	Intermediate	• 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, System software	Level 5 – SYSP	Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.
Service Management, Service Transition, Change management	Level 5 – CHMG	Develops implementation plans for dealing with more complex requests for change, evaluates risks to integrity of infrastructure inherent in proposed implementations, seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.