Role Description
Major Incident Specialist

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	People and Corporate Services/Group Information Technology
Location	Sydney
Classification/Grade/Band	Grade 9
Senior Executive Work Level Standards	Professional/Technical/Specialist
Kind of Employment	Ongoing
Role Number	51002635, 51002636, 51002637, 51002638, 51002639, 51002640
ANZSCO Code	531111
PCAT Code	1227192
Date of Approval	February 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a $51.2bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The primary purpose of the role is to lead the coordination and restoration of services (application and infrastructure) for major (P1 and P2) IT incidents across the cluster. The role is accountable for coordinating the processes and activities that support the major incident management process to agreed service levels, liaising with multiple stakeholder groups including suppliers and application support teams, and ensuring that events and incidents impacting the production environment are effectively resolved with services restored as soon as possible. The Major Incident Specialist will also provide ongoing (outside of major incidents) support for process improvements and the application of best practices across all agencies, support groups and third party suppliers.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Co-ordinate the Transport Major Incident Management process, hold end-to-end accountability for high priority (P1 and P2) incidents, including the notification of support group and third party supplier Incident Managers to ensure the timely and accurate resolution and management of major incidents for all IT Services including infrastructure and application outages. Challenge supplier technical experts if required in a reasoned and logical manner to explore all possible solutions, coordinate the restoration of services, including triage forums and notifications to the business, and lead business facing conference calls in a

confident and structured manner.

- Undertake event and incident trend analysis and reporting activities, identifying opportunities for improvement and monitoring service levels. Provide governance over lower priority incidents, in particular of 'ticket-bounce' between resolver groups (including application teams and third party suppliers) and timely escalation of aged incidents. Periodically review the prioritisation applied by the Service Desk, support groups and third party suppliers, including interpretation and application of Transport's incident classification model, and escalate any identified issues. Provide information and participate in post incident reviews, including formal root cause analysis, and monitor incident management service levels and escalate to service portfolio teams as required.

- Facilitate call bridges for communication with technical and agency stakeholders. Provide communication and status updates during the life cycle of major incidents to both internal and external stakeholders in a timely manner, with the correct level of content to ensure the business are aware and can make informed decisions. Coordinate communication and engagement with key stakeholders including impacted customers.

- Assist with the aggregation and review of event data and alerts from agency and third party supplier event management platforms. Review and optimise to alert event thresholds, rules and patterns in supplier and transport event management platforms. Work closely with the Infrastructure Strategy and Architecture team to improve the sophistication and maturity of Transport infrastructure and application event monitoring tools and correlation platforms, assist with the development of business cases for further investment where required.

- Support the creation and maintenance of the incident, major incident and event management process flow documentation (flow charts, roles and responsibilities, knowledge articles etc.), to ensure consistency with the Process Quality Framework. Collaborate with the Continual Service Improvement team to analyse and identify improvements to the incident, major incident and event management processes.

- Proactively identify potential risks and escalate these to the line manager. Contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities.

Key challenges

- Providing effective and efficient coordination of major incident services for customers in a timely manner in the evolving Transport for NSW structure.

- Managing multiple IT support resolver teams from different agencies and suppliers with varying opinions, levels of skills and ability to work together to resolve a critical incident in a high pressure situation.

- Maintaining customer satisfaction and confidence in services during periods of failure.

Key relationships

Who	Why
Internal	
Manager, Incident & Event Management	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Team Members	• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Support Groups (in Group IT and Agencies)	• Govern and coordinate the execution of the event, incident and major incident management processes across support groups (e.g. running triage calls for major incidents) • Act as a point of escalation for issues or risks
Continual Service Improvement	• Analyse and identify improvements to the incident, major incident and event management processes

Who	Why
Infrastructure Strategy and Architecture teams	• Collaborate to improve sophistication and maturity of infrastructure and application event monitoring tools and correlation platforms • Assist with development of business cases for further investment where required
Service Portfolios	• Escalate supplier related process, delivery or service level issues to the appropriate service portfolio team
Other divisions of TfNSW and Transport operating agencies	• Build collaborative working relationships
External	
Third party suppliers	• Govern and coordinate the execution of the event, incident and major incident management processes across suppliers (e.g. running triage calls for major incidents). • Act as a point of escalation for issues or risks.

Role dimensions

Decision Making

As per the delegations for the role.

Reporting line

The role reports to the Manager Incident & Problem Management.

Direct Reports

The role will have no direct reports.

Budget/Expenditure

The budget/expenditure allocation for this role is to be confirmed.

Essential Requirements

- Tertiary qualifications in a relevant field. Relevant IT service management certification/s.
- Experience performing service management roles, in particular the role of major or critical incident manager in large, complex organisations with multi-sourced delivering model for application and infrastructure services.
- Knowledge of best practices processes, procedures and tooling in event management and incident management, including how these processes and functions should be adapted for emerging service delivery models (e.g. public cloud IaaS and PaaS, DevOps).
- Leadership, relationship, decision making and influencing skills during periods of considerable organisational stress (i.e. when major crises occur due to technology outage/s).
- Knowledge of and experience with infrastructure services and technologies including data centre and compute platforms and products, collaboration and productivity suites, and network services (voice, mobile, data).
- A working knowledge of IT service principles and frameworks including ITIL, process tools, frameworks, and best practice methods.
- Ability to work additional hours outside of ordinary work hours

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.

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

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 Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Commit to Customer Service	Intermediate	• 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
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Advanced	• 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 knowledge management systems protocols and policies