

Role Description

Business Systems Officer



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Resources Regulator / Regulatory Operations / Regulatory Systems & Operational Support
Location	Maitland
Role number	Generic
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	August 2020
Agency Website	www.resourcesregulator.nsw.gov.au

Agency overview

The Department of Regional NSW (DRNSW) 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 that government investment into regional NSW is fair and delivers positive outcomes for local communities and businesses.

Resource management is a key issue for regional communities which is why the NSW Resources Regulator is part of DRNSW. The Regulator is the State's work health and safety regulator for mines and petroleum sites and undertakes compliance and enforcement activities in relation to the *Mining Act 1992*, with a key focus on mine rehabilitation activities.

The Regulator was established on 1 July 2016 as a standalone regulator with the purpose of increasing industry and community confidence in the regulation of the mining industry through a consistent, transparent and responsive regulatory approach. Our vision is a safe and responsible mining, extractive and petroleum industry. Our mission is to enable and support industry to understand and fulfil its obligations.

Primary purpose of the role

The Business Systems Officer consults with business stakeholders to ensure system requirements based on current business practices, design IT solutions to match business needs. Maintain the Regulator's IT applications through the provision of technical support and advice to users across multiple locations, platforms and technologies.

Key accountabilities

- Develop and implement technology solutions and report on delivery commitments to ensure solutions are developed as expected and to agreed timeframes.
- Provide technical assistance in the development of supporting material and provide input on training for operational processes.

- Report against ITSM performance metrics to highlight areas where applications development, vendor relationship management or strategic infrastructure modifications are required for enhancing business performance and efficiency.
- Manage the currency and validity of the Regulator's IT reference materials to ensure business members are able to access and apply up-to-date solutions for known issues.
- Collect and analyse ITSM data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased system usability.
- Manage the development technical aspects requiring support from the Cluster's BIS, and ensure Regulatory systems are compliant with BIS policies and procedures. Liaise with BIS to ensure timely delivery on their services to the Regulator.

Key challenges

- Understand relationships between components of processes and the impact of changes.
- Manage conflicting and concurrent IT projects and programs requiring cluster BIS.
- Manage the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Contribute to the development of sustainable technology solutions
Work team	<ul style="list-style-type: none"> • Support team, work collaboratively to contribute to achieving the team's business outcomes • Provide technical specialty to contribute to achieving the team's business outcomes • Participate in meetings to obtain the work group perspective and share information
Regulator Staff	<ul style="list-style-type: none"> • Resolve issues and provide solutions to problems • Provide technological advice to improve day to day systems usage
Cluster BIS	<ul style="list-style-type: none"> • Set clear Regulator requirements • Facilitate timely service delivery to the Regulator from BIS

Role dimensions

Decision making

Make day to day decisions with minimal supervision in relation to agreed work plan, work functions and projects ensuring that deadlines are achieved.

Reporting line

This role reports to the Manager Regulatory Systems.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated knowledge of project delivery and service management practices (incident, problem and change management).
- Demonstrated ability to manage client expectations and requirements to achieve outcomes in a business support role.
- Knowledge and experience in reporting against performance metrics to enhance business performance and efficiency.
- Knowledge and experience in Geospatial technologies.

Essential requirements

- Knowledge and experience of the ServiceNow Platform. Demonstrated ability to configure and enhance OOTB ServiceNow functionality and build scoped applications.
- Knowledge and experience with JavaScript programming.
- Compliance with the Resources Regulator [Integrity Clearance](#) policy is **mandatory**, and a **condition of engagement** for staff engaged after 3 December 2019.
- Compliance with the Resources Regulator [Pecuniary Interests in the Regulated Sector](#) policy is **mandatory**.
- Appointment and ongoing assignment is subject to the satisfactory participation in ongoing health screening.

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
 Personal Attributes	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none">Promote the value of diversity and inclusive practices for the organisation, customers and stakeholdersDemonstrate cultural sensitivity, and engage with and integrate the views of othersLook for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiencesRecognise and adapt to individual abilities, differences and working stylesSupport initiatives that create a safe and equitable workplace and culture in which differences are valuedRecognise and manage bias in interactions and decision making	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 audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Commit to Customer Service	<ul style="list-style-type: none">Take responsibility for delivering high-quality	Adept

	<p>Provide customer-focused services in line with public sector and organisational objectives</p>	<p>customer-focused services</p> <ul style="list-style-type: none"> • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community
	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<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
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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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate