

Role Description

Data Analytics Developer



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Information and Communications Technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	261112
Role Number	52009715
PCAT Code	1226192
Date of Approval	August 2024
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Data Analytics Developer supports the data analytics capability within the agency to inform effective decision making through development of and support of a range of services within the Microsoft Business Intelligence stack, including data acquisition, data extract transform and load (ETL) through implementing and revising data pipelines and adoption of emerging data analytics techniques.

Key accountabilities

- Develop, support and enhance data pipelines and data stores, ensuring adherence to compliance obligations with Data Owners
- Develop dimensional data models aligning with business reporting requirements
- Carry out routine data quality checks and remediation
- Work with project teams to assist with high-level data modelling including data sourcing, data analytics, data warehousing, metadata, semantics and ontologies
- Assist in implementation of plans, policies, and practices that control, protect and optimise the value of data assets

- Create, adopt and implement system test plans, which ensure acceptable quality and integrity of the system during test and implementation stages
- Build and maintain key relationships with users, technical staff, suppliers and stakeholders to determine and resolve issues.

Key challenges

- Working independently to identify and resolve technical problems via analysis, lateral thinking and good judgement and in a team environment to ensure effective and seamless service delivery
- Providing technical support to a broad range of users with diverse technical issues and levels of expertise
- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, software and technologies.

Key relationships

Who	Why
Internal	
Data Analytics Administrator	<ul style="list-style-type: none"> • Receive guidance and direction regarding operational priorities • Provide information and/or progress reports; escalate important issues, particularly those that may significantly impact service delivery • Receive feedback regarding own performance
Managers, staff and volunteers	<ul style="list-style-type: none"> • Deliver professional, timely and quality systems analyst services • Provide technical advice and guidance
Other IT Staff	<ul style="list-style-type: none"> • Liaise and collaborate to ensure systems solutions meet business needs
External	
Suppliers and other service providers	<ul style="list-style-type: none"> • Liaise regarding product and service provision

Role dimensions

Decision making

The role:

- Works within a broad framework of Government and NSW SES policies and procedures and precedents set by previous work
- Exercises judgement, initiative and technical expertise in the delivery of fit for purpose systems solutions and the resolution of technical problems and challenges; escalating those issues which may impact on service delivery to role supervisor
- Responsible for preparation of timely and accurate information / reports to role supervisor

Reporting line

The role reports to the Data Analytics Administrator.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualification(s) in IT or related field and/or equivalent relevant industry knowledge and experience
- Demonstrated experience in supporting and developing in data analytics technologies
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.





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

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Development & Implementation, Data & Analytics, Data engineering	Level 3 - DENG
	Development & Implementation, Data & Analytics, Data modelling and design	Level 3 - DTAN

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 Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations
Relationships Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 Cooperate across work areas to improve outcomes for customers
Results Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Adept	<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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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

Category and Sub-Category	Level and Code	Level Descriptions
Development and Implementation Data & analytics Data engineering	Level 3 - DENG	Designs and implements data pipelines and data stores to acquire and prepare data.
		Applies data engineering standards and tools to create and maintain data pipelines and extract, transform and load data.
		Carries out routine data quality checks and remediation.
Development and Implementation Data & analytics Data modelling and design	Level 3 - DTAN	Applies standard data modelling and design techniques based upon a detailed understanding of requirements.
		Establishes, modifies, and maintains data structures and associated components.
		Communicates the details of data structures and associated components to others using the data structures and associated components.