

Role Description

Senior Systems Support Officer



Education

Agency	NSW Department of Education
Division/Branch/Unit	People and Culture, Health and Safety Directorate, Strategy and Governance Unit
Location	Parramatta
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	223111
Role Number	199339
PCAT Code	1 3 3 45 92
Date of Approval	February 2020
Agency Website	www.education.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The role is responsible for coordinating the day to day operations of the systems and IT support team to support the Health and Safety Directorate to managing and governing their internal systems. The role is integral to the development of new IT systems within the Directorate, the daily management of existing systems and high quality advice and support regarding IT matters.

Key accountabilities

- Provide project management support in the design, development and implementation of new IT system solutions as required through systems and business expertise
- Contribute to the day to day management of a systems governance framework in relation to the management of IT systems such as analysing change requests and providing advice to the business, managing security access to systems and coordinating scheduled system upgrades
- Contribute to the routine review and update of system functional specifications, user guides and business processes.
- Maintain knowledge and understanding of program and services, work collaboratively and engage with staff to provide advice on systems and IT matters.
- Build and maintain professional relationships with colleagues, internal and external stakeholders and partners to ensure the effective operations of systems and IT matters
- Draft business cases, briefing papers, correspondence and other communications as required

Key challenges

- Managing a range of competing priorities in a high volume environment
- Liaising effectively with a broad range of internal and external stakeholders to provide excellent customer service in system and IT matters
- Maintaining up to date knowledge of systems, practices, trends and approaches.

Key relationships

Who	Why
Internal/External	
Leader	<ul style="list-style-type: none">• Escalates issues and provides progress reports• Consults regarding the management of sensitive data• Actively seeks ongoing performance feedback, coaching and development opportunities
Team members	<ul style="list-style-type: none">• Supports, encourages and assists team members and colleagues to achieve team goals.• Actively contribute to building and maintaining positive team culture
Health and Safety Directorate	<ul style="list-style-type: none">• Consults regarding the Health and Safety Initiatives to ensure they are relevant.

Role dimensions

Decision Making

The role acts independently and uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

The role escalates and consults with the leader to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

Reporting line

This role reports to the relevant line manager.

Direct reports

This role has no direct reports.

Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

Essential requirements





- Knowledge of and commitment to the department's Aboriginal education policies
- Tertiary qualifications and/or experience in a related field.
- Experience in relevant operating IT systems

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/capabilityframework>

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

Focus capabilities for the role

It is expected that an employee new to the role will demonstrate immediate competence in each of the Focus Capabilities. The level indicated is a minimum requirement for immediate competence in the role.

In addition, behavioural indicators need to be specified for each of the focus capabilities (sourced directly from the [Capability Framework](#)).

Focus capabilities		
Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
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
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
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
Capability Group: <i>Results</i>		
Capability Set	Level	Behavioural indicators
Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others work Initiate, prioritise, consult on and develop team/unit goals, strategies and plans Anticipate and assess the impact of changes, such as government policy / economic conditions, on team/unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate achievements and adjust future plans accordingly
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Capability Group: <i>Business Enablers</i>		

Capability Set	Level	Behavioural indicators
Technology	Adept	<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 • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation