Role Description
Information Systems Officer

Portfolio	Primary Industries and Regional Development
Agency	Local Land Services
Branch	ICT
Classification/Grade/Band	Advisory and Technical, LLS Grade 6
ANZSCO Code	262111
PCAT Code	1116592
Date of Approval	17 December 2024
Agency Website	http://www.lls.nsw.gov.au

Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions. DPIRD brings together Agriculture and Biosecurity; Fisheries and Forestry; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

Local Land Services (LLS) is an Executive Agency related to the Department. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services and private native forestry.

Primary purpose of the role

Administers LLS data warehousing; extract transform load (ETL) processes, analytics and reporting solutions, technology and business process automation, ensuring staff have access to data to enable business as usual, project and program management. Provides staff support and training in the use and management of data processes, as well as undertakes quality assurance for data related outcomes and reporting to achieve LLS objectives. Also undertakes activities to ensure information systems are positioned to assist in the prevention, preparation for, and response to emergencies.

Key accountabilities

- Develop, manage and maintain effective working partnerships and networks that will result in data sharing and best practice data management for the operation of the LLS.
- Manage a range of complex and strategic data management projects and initiatives that are designed to achieve the objectives of the LLS.
- Research and analyse information and data and provide advice on and managing key monitoring and evaluation projects for the benefit of continuous improvement.
- Provide timely, consistent and effective technical advice to LLS personnel, including senior management.
- Provide appropriately balanced and high level advice and recommendations on data management issues.

- Implement measures to increase the ability of strategic partner organisations and LLS to better manage data sharing and use.

Key challenges

- Develop, manage and maintain effective working partnerships and networks and implement measures to increase the ability of strategic partner organisations and the LLS to better manage data sharing and use.
- Lead and manage a broad range of complex and strategic data management projects and initiatives that are designed to achieve the objectives of LLS.
- Research and analyse information and data and provide advice on and managing key monitoring and evaluation projects for the benefit of continuous improvement.
- Delivering integrated services in a complex team and business environment.

Key relationships

Internal

Who	Why
Team Leader and Senior Management	• Receives direction and support in the management and use of data systems and provides analysis support for strategic and organisational strategic planning.
LLS staff	• Provides staff support, training and advice in relation to data management and analysis.

External

Who	Why
Industry partners and State/local agencies	• Coordinates and administers data sharing arrangements and provides information on spatial data systems.

Role dimensions

Decision making

Together with the supervisor they are responsible for making daily decisions in order to meet the requirements of the role.

Reporting line

Senior Information Systems Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Extensive experience and understanding of the operations and administration of the following or similar technologies:
- Microsoft Azure (e.g. Azure Data Factory, Azure Data Lake Storage, Synapse, Databricks, Microsoft Fabric)
- Programming languages including Transact-SQL (including spatial data types and functionality), PySpark, Python and R
- Automation and data visualisation/reporting technologies (e.g. Microsoft Azure Logic Apps, Microsoft Power Automate, Microsoft Power Apps, Microsoft Power BI)
- Spatial technologies (e.g. Esri ArcGIS Enterprise/Online, QGIS, QGIS Server, Spatial REST Services, Geocortex Essentials site administration and workflow programming)
- Current NSW Driver Licence and the ability and willingness to travel

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	- Represent the organisation in an honest, ethical and professional way - Support a culture of integrity and professionalism - Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct - Recognise and report misconduct and illegal and inappropriate behaviour - Report and manage apparent conflicts of interest and encourage others to do so	Intermediate

Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• 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	Intermediate
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
Results	**Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate

|	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

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.

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
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept

	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate