Role Description
Incident Manager

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Information & Communications Technology
Location	
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	
Role Number	52019677
PCAT Code	
Date of Approval	September 2023
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The 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, the 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 role is responsible for overseeing and managing incidents that disrupt IT services and to ensure incidents are resolved quickly, with the appropriate teams and resources engaged promptly and efficiently to minimise the impact on business operations.

Key accountabilities

- Develop and maintain a system to priortise IT Incidents based on their impact on the business and the criticality of affected systems.
- Develop and maintain incident response plans and procedures that involve identifying potential risks and mitigation strategies.
- Develop and maintain systems and processes for the early detection of incidents.
- Ensure communication plans are in place and ready for activation to communicate with stakeholders, including senior management, affected users, and IT staff, are provided updates on incident status and resolution progress.
- Maintain detailed records of incidents, their causes, and resolutions for post incident analysis and improvement. Report finding to senior management for risk analysis.
- Conduct post-incident reviews to analyse what happened, why it happened, and how similar incidents can be prevented in the future.
- Update the knowledge base and documentation to facilitate quicker resolution of similar incidents in the future.

Key challenges

- Being able to problem solve making rapid decisions and divert / allocate resources during times of high pressure.
- Balancing priorities during times of high pressure or multiple system issues.
- Ensuring strong and accurate communications are maintained throughout incidents.

Key relationships

Who	Why
Internal	
Manager Service Desk	- Report on and provide advice on incident related information - Receive guidance and direction to deliver business objectives
Work Team	- Maintain effective working relationships to ensure collaboration and communication on a day to day basis - Provide direction and support to team members - Support performance and development
Problem Manager	Work collaboratively on identifying recuring IT issues and incidents requiring problem management.
Managers, staff and volunteers	- Liaise to deliver professional, timely and quality customer service. - Maintain professional relationships

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External	
Suppliers and other service providers	• Monitor the delivery of incident management processes to meet business requirements

Role dimensions

Decision making

The Incident Manager sets priorities and makes day to day decisions in accordance with the SES ICT Strategic Plan and ICT Policies and Procedures. The role is responsible for the design standards, methodologies and development of operating procedures for Incident Management. The role will involve a level of independence when referring to the Agency's Standard Operational Procedures (SOPs) when necessary, however will refer issues/matters requiring a high level of delegated authority, to the role supervisor.

Reporting line

This role reports directly to the Manager Service Desk

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.
  Strong knowledge of IT service management practices such as ITIL.
- Experience working with IT systems and software, including Service Desk Software
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.

This role will perform the duties of On Call Technical Officer as required on a rostered basis, outside of standard business hours. 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.

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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

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

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category, and Skill**	**Level and Code**
SFIA	**Service Management, Service Operation, Incident Management**	**Level 4 – USUP**
	Service Management, Service Operation, Service Level Management	**Level 4 – SLMO**

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.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
Personal Attributes Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high-quality customer-focused services • 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

Results	Adept	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
Deliver Results		• 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
Results	Adept	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
Think and Solve Problems		• 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
Business Enablers	Adept	• Identify opportunities to use a broad range of technologies to collaborate.
Technology		• 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.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	Level and Code	Level Descriptions
Service Desk Management, Service Operation, Incident Management	Level 4 - USUP	**Incident Management** (USUP) Ensures that incidents are handled according to agreed procedures. Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents. Contributes to testing and improving incident management procedures.
Service Desk Management, Service Operation, Service Level Management	Level 4 - SLMO	**Service Level Management** (SLMO) Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service delivery performance to identify actions required to maintain or improve levels of service. Initiates and reports on actins to maintain or improve levels of service. .

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