Role Description
Application Support & Test Analyst

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Business Enablement/Business Systems
Role number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261212
PCAT Code	1226492
Date of Approval	26 August 2021
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Provide technical support to internal customers and stakeholders across a range of in-house applications to maintain operational efficiency and reliability and ensure a timely, professional and responsive customer service and end user experience.

Plan, prepare, execute and administer manual and automated functional and regression testing of new and upgraded applications to validate business requirements and inform solution design and development.

Key accountabilities

- Provide 1st level technical support to internal teams and stakeholders across an array of in-house applications, identifying and resolving application issues and collating feedback, to deliver a timely and efficient customer service.
- Develop and maintain test plans, and define test criteria and relevant procedures, to ensure alignment with business requirements and enable effective implementation to achieve desired outcomes.
- Collaborate and engage with a range of stakeholders to collect and analyse data and usage patterns and plan and execute system testing routines.
- Develop, maintain and review current processes, procedures and related documentation to reflect new and updated business requirements.
- Identify and recommend enhancements to business applications and contribute to improvements in systems, tools and processes to support best practice and innovative solution design.
- Undertake regression testing using a combination of manual and automated tests to ensure compliance with relevant testing guidelines and procedures.
- Analyse and interpret test results and prepare and provide advice to stakeholders to inform solution design and development.
- Monitor, review and report on application data and trends to improve and enhance system reliability and performance.

Key challenges

- Balancing competing priorities and demands while maintaining a professional, innovative, and responsive customer service culture.
- Working collaboratively with internal teams and stakeholders to gain their cooperation and support on proposed technical solutions and ensuring robust testing is performed within agreed timeframes and project schedules.
- Maintaining knowledge and technical capability across a diverse range of business applications in a complex and rapidly changing IT systems environment.

Key relationships

Who	Why
Internal	
Manager	- Receive direction, advice, guidance and performance feedback. - Provide sound advice and recommendations. - Escalate more complex and/or sensitive issues.
Work team	- Work collaboratively to contribute to achieving the team's business outcomes. - Participate in meetings to obtain the work group perspective and share information. - Contribute to program/project quality reviews.
Customers/Stakeholders	- Manage expectations, resolve and provide solutions to issues. - Engage, consult and liaise with on testing scripts, methods and routines. - Negotiate schedules for re-testing.

Who	Why
	• Receive business requirements specifications and provide detailed testing scripts and reports.
External	
Hardware, software and data suppliers	• Develop and maintain effective working relationships and work closely with technology professionals to deliver workable business solutions.

Role dimensions

Decision making

This role works with limited supervision and guidance to achieve overall work commitments developed in agreement with the manager.

In matters that are sensitive, high-risk or business-critical, the role consults with the manager to agree on a suitable course of action.

Reporting line

Lead, UI/UX Designer

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of, and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

Essential requirements

- Relevant qualifications in Information Technology or in a related discipline and/or equivalent relevant workplace experience.

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
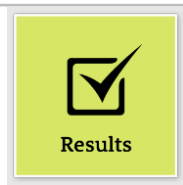
Capability summary

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.

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.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• 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	Adept
	Plan and Prioritise	• Understand the team and unit objectives and align operational activities accordingly	Intermediate

Results	Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• 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	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• 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	Adept

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
SFIA	**Delivery and operation, Service operation, Application support**	**Level 4 - ASUP**
	Development and implementation, Systems development, Testing	Level 4 - TEST

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

Category, Sub-category	Level and Code	Skill and Level Description

Delivery and operation, Service operation, Application support	Level 4 ASUP	Application Support (ASUP) – Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.

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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	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
	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	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	Level and Code	Skill and Level Description
Development & implementation, Systems development	Level 4 TEST	**Testing (TEST) –** Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records, from test cases back to requirements. Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards.

Records and analyses actions and results, and maintains a defect register. Reviews test results and modifies tests if necessary. Provides reports on progress, anomalies, risks and issues associated with the overall project. Reports on system quality and collects metrics on test cases. Provides specialist advice to support others.