

# Role Description

## Problem Manager



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Information & Communications Technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	1351
Role Number	52019679
PCAT Code	1356364
Date of Approval	September 2023
Agency Website	<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>

### 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 identifying, analysing, resolving and preventing recurring IT problems to improve service quality and to minimise disruption and impact on business operations. The role contributes to the overall efficiency and reliability of IT services within the organisation.

### Key accountabilities

- Responsible for driving continuous improvement in IT services by identifying trends and patterns in problems and incidents and proactively implementing changes to prevent future issues.
- Work closely with Incident Manager and other IT Teams to investigate and identify recurring issues and incidents that require deeper investigation.
- Complete root cause analysis to determine why a problem occurred and what needs to be done to prevent

the problem occurring again.

- Develop and maintain a system to prioritise IT problems based on their impact on the business and the criticality of affected systems.
- Document and maintain records of all problems, their status and what is required for long term / permanent resolution for Management. Update the knowledge base and documentation to facilitate quicker resolution of similar problems in the future.
- Collaborate with relevant teams to implement solutions and workarounds
- Assist the Incident Manager to develop and maintain incident response plans and procedures that involve identifying potential risks and mitigation strategies.
- Participate in developing communication plans for activation to communicate with stakeholders, including senior management, affected users, and IT staff, on problem resolutions.
- Maintain detailed records of problems, their causes, and resolutions for post incident analysis and improvement. Report findings to senior management for risk analysis. Participate in post-incident reviews to analyse what happened, why it happened, and how similar incidents can be prevented in the future.

## Key challenges

- Being able to problem solve making rapid decisions on a problem to assist Incident Manager in diverting / allocating resources during times of high pressure.
- Balancing priorities during times of high pressure or multiple system problems whilst completing evidence-based root cause analysis.
- Ensuring strong and detailed communication to appropriate stakeholders on root cause and problem resolutions.

## Key relationships

Who	Why
Internal	
Manager Service Desk	<ul style="list-style-type: none"><li>• Report on and provide advice on incident related information</li><li>• Receive guidance and direction to deliver business objectives</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Maintain effective working relationships to ensure collaboration and communication on a day to day basis</li><li>• Provide direction and support to team members</li><li>• Support performance and development</li></ul>
Incident Manager	<ul style="list-style-type: none"><li>• Work collaboratively on identifying recurring IT issues and incidents requiring problem management.</li></ul>

Managers, staff and volunteers	<ul style="list-style-type: none"> <li>• Liaise to deliver professional, timely and quality customer service.</li> <li>• Maintain professional relationships</li> </ul>
<b>External</b>	
Suppliers and other service providers	<ul style="list-style-type: none"> <li>• Monitor the delivery of incident management processes to meet business requirements</li> </ul>

## Role dimensions

### Decision making

The Problem 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 Problem 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.
- Excellent ability to collaborate with team members.
- Ability to analyse a high volume of technical data and work in a fast-paced environment.
- Strong problem solving, analytical, and time management skills.
- 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.

## 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](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	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Adept</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational


## 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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback and advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Remain composed and calm under pressure and in challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate and maintain a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high-quality customer-focused services</li> <li>Design processes and policies based on the customer's point of view and needs</li> <li>Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>

<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> </ul>
		<ul style="list-style-type: none"> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of technologies to collaborate.</li> <li>• Monitor compliance with cyber security and the use of technology policies.</li> <li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes.</li> <li>• Monitor compliance with the organisation's records, information and knowledge management requirements.</li> </ul>

#### Occupation / profession specific capabilities

Capability Set	Category, Sub-category, and Skill	Level and Code
	Service Management, Service Operation, Problem Management	Level 4 – PBMG
	Service Management, Service Operation, Service Level Management	Level 4 – SLMO

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

Category, Sub-category	Level and Code	Skill and Level Description
Service Management, Service Operation, Problem Management	Level 4 (PBMG)	<ul style="list-style-type: none"> <li>• Initiates and monitors actions to investigate and resolve problems in systems, processes and services.</li> <li>• Determines problem fixes/remedies.</li> <li>• Assists with the implementation of agreed remedies and preventative measures.</li> </ul>
Service Management, Service Operation, Service Level Management	Level 4 (SLMO)	<ul style="list-style-type: none"> <li>• Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information.</li> <li>• Analyses service delivery performance to identify actions required to maintain or improve levels of service.</li> <li>• Initiates and reports on actions to maintain or improve levels of service.</li> </ul>