

# Role Description

## Citrix Administrator



Education

/;Cluster	Department of Education
Division/Branch/Unit	Information Technology Directorate
Location	Australian Technology Park, Sydney
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
Role Number	199220
ANZSCO Code	313199
PCAT Code	1126392
Date of Approval	February 2020
Agency website	<a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>

### 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 Citrix Administrator is part of a team responsible for the effective implementation and operations of the Department's Citrix based systems across the Department, including installation, integration and maintenance, performance tuning and problem management.

### Key accountabilities

- Undertake installation, maintenance, integration and upgrade projects in collaboration with key stakeholders, vendor representatives and other IT teams / experts; ensuring effective testing and validation of solutions
- Support the deployment of fixes and changes into the production environment
- Use work instructions / procedures to effectively and appropriately identify, categorise and triage user / technological issues
- Act as a 2nd level escalation point for the resolution of technology problems and events; collaborating with internal and external partners to resolve complex problems
- Work with key stakeholders, vendor representatives, other IT teams / experts to ensure technological solutions meet business / user requirements
- Contribute to the development and maintenance of technical and support documentation
- Ensure accurate records are maintained in accordance with Departmental protocols

## Key challenges

- Collaborating effectively to ensure seamless delivery of ICT infrastructure
- Developing and maintaining knowledge and technical capability across diverse and dynamic hardware, software and technologies and where the complexity, size and scale of the operating environment continually challenges the technical capability boundaries of both internal / external suppliers

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Citrix	<ul style="list-style-type: none"><li>• Escalate issues, keep informed, advise and receive instructions</li><li>• Seek, reflect and act on feedback on own performance</li></ul>
Infrastructure Services managers and staff	<ul style="list-style-type: none"><li>• Collaborate to meet business objectives / outcomes</li></ul>
Departmental managers and staff	<ul style="list-style-type: none"><li>• Liaise to ensure effective service / problem resolution</li><li>• Provide sound and reliable technical advice and 2<sup>nd</sup> level support</li></ul>
<b>External</b>	
Contractors, external suppliers and vendors	<ul style="list-style-type: none"><li>• Liaise and share information to resolve and provide solutions to issues</li></ul>

## Role dimensions

### Decision making

The Citrix Administrator:

- Sets priorities and makes day-to-day decisions in accordance with Departmental and IT Directorate policies, procedures and operational guidelines
- Collaborates with the role supervisor to determine broad direction and deliverables
- Exercises autonomy and initiative in resolving issues that arise from service provision
- Exercises sound judgement in the provision of advice / guidance / support to users

### Reporting line

The Citrix Administrator reports to the Manager, Citrix.

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- Demonstrated experience in Citrix XenApp & XenDesktop administration, including application deployment, maintenance and operational support.
- Industry certification in relevant technologies or equivalent industry experience
- Knowledge of and commitment to the Department's Aboriginal education policies
- Hold a valid clearance to work with Children (Working with Children Check)





## 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)

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at <http://www.sfia-online.org/en>

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

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
	Development and Implementation - Installation and Integration - Systems Installation/Decommissioning	Level 3 - HSIN
	Delivery and Operation - Service Operation - Incident Management	Level 3 - USUP

## 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> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</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>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>

<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</li> <li>• Participate in and contribute to team/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	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category, Sub-category	Level and Code	Skill and Level Description
<b>Development and Implementation</b> Installation and Integration	Level 3 HSIN	<b>SYSTEMS INSTALLATION/DECOMMISSIONING (HSIN)</b> - Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.
<b>Delivery and Operation</b> Service Operation	Level 3 USUP	<b>INCIDENT MANAGEMENT (USUP)</b> - Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.