Role Description
Application Support Specialist

Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Customer Service Information, Infrastructure & Program | Passenger Information
Location	Burwood
Role Grade or Band	RC5
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Fixed Term Full Time
Role Number	TBC
ANZSCO Code	261399
PCAT Code	1222352
Job Code	81000367
Health Assessment Category - Safety	Category 3
Vision	Normal
Hearing	N/A - Cat 4 Only
Date of Approval	March 2019
Agency Website	www.sydneytrains.nsw.gov.au

Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Primary purpose of the role

The Application Support Specialist is responsible for the creation, deployment and maintenance of passenger information applications, including contemporary mobile applications.

The position is responsible for undertaking development for business critical changes, enhancements and ad hoc maintenance to ensure the timely delivery of updates and improvements to applications.

The role uses and develops diagnostic and monitoring tools for the management of passenger information products and systems to identify, troubleshoot, and resolve issues.

Key accountabilities

- Coordinate the development of mobile applications (across iOS, Android, and emergent platforms) including managing the creation and distribution of provisioning profiles and certificates and working with external developers to build and test their applications prior to distribution to staff devices.

- Undertake development for business critical changes, enhancements and ad hoc maintenance to ensure the timely delivery of updates and improvements to applications.

- Develop diagnostic and monitoring tools for the management of passenger information systems to identify, troubleshoot and resolve application issues and problems.

- Develop release plans for passenger information products, and ensure the release processes align with the organisation's change management methodologies and standards.

- Provide escalated business critical system support including providing out of hours support on a rostered on-call basis, as part of Sydney Trains' commitment to provide 24-hour support for its critical business applications to ensure availability and reliability of Passenger Information applications.

- Engage and monitor the performance of contractors to deliver projects aligned to business and customer requirements and within the required timeframe and quality requirements.

- Work collaboratively with Change Management, Delivery, Operations and service providers to ensure the successful development, testing and release of high quality applications. Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers

- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

Key challenges

- Managing incidents and issues that impact our customers effectively to ensure prompt resolution and minimal impact.
- Providing a high level of service in a continually changing environment whilst balanced competing priorities across PI systems.
- Maintaining awareness of emerging technology changes and adapting to them to meet business needs.

Key relationships

Who	Why
Internal	
• SPDS, PI Applications staff	• Responsible for all PI applications
• Other PI Applications staff	• Delivering PI product enhancements
• PI Operations	• Deploying product updates for PI's station apps and providing support for several PI apps
• PI PM and Delivery	• Deploying project-based updates of station-based PI apps
• ICT Operations and Change Management	• Involved in the release process of several PI applications
• Train Systems & Corporate Services	• Source of data for the Real-Time Train Application
• Train Planning	• Maintaining timetable data in TPS and TDTES
• ATRICS	• Providing data for PI's station-based systems
• Customer Information Unit	• Users of PIMG, LLPA and LLDVA systems

External	
• TfNSW	• PI provides timetables, reference data and real-time train running information
• CGI	• Vendor supporting the Real-Time Train Application backend database and applications
• 3rd-party application developers	• Who provide to the public and staff applications displaying real-time data
• Fujitsu	• Management of Real-Time Train Application and other PI back-end systems
• Mitsubishi	• OTFG and on-board systems vendor
• Thales	• IPIS and CTIP vendor
• Open Access & StageTech	• Audio products vendors

Role dimensions

Decision Making:

The position is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

- Workload management

Collaborative decision making requirements of the position include:

- Release planning
- Incident response

Customer feedback Reporting line:

Manager Support Services

Direct Reports:

Nil

Budget/Expenditure:

Nil

Essential Requirements

- Demonstrated experience in the development and high-level technical maintenance of medium to large applications.
- Strong knowledge of applications development methodologies and the systems development lifecycle.
- Strong conceptual, analytical, research, problem solving, organisational and prioritisation skills.

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

Focus capabilities

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
Relationships Communicate Effectively	Adept	- Tailor communication to the audience - Clearly explain complex concepts and arguments to individuals and groups - Monitor own and others' non-verbal cues and adapt where necessary - Create opportunities for others to be heard - Actively listen to others and clarify own understanding - Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	- Take responsibility for delivering high quality customer-focused services - Understand customer perspectives and ensure responsiveness to their needs - Identify customer service needs and implement solutions - Find opportunities to co-operate with internal and external parties to improve outcomes for customers - Maintain relationships with key customers in area of expertise - Connect and collaborate with relevant stakeholders within the community

Relationships Work Collaboratively	Adept	▪ Encourage a culture of recognising the value of collaboration ▪ Build co-operation and overcome barriers to information sharing and communication across teams/units ▪ Share lessons learned across teams/units ▪ Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
Results Deliver Results	Intermediate	▪ Complete work tasks to agreed budgets, timeframes and standards ▪ Take the initiative to progress and deliver own and team/unit work ▪ Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals ▪ Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	▪ Understand the team/unit objectives and align operational activities accordingly ▪ 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 impact on the achievement of team/unit goals ▪ Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Advanced	▪ Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues ▪ Work through issues, weigh up alternatives and identify the most effective solutions ▪ Take account of the wider business context when considering options to resolve issues ▪ Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements ▪ Implement systems and processes that underpin high quality research and analysis

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