

Role Description

Training Systems Analyst



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Information and Communications Technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	313112
Role Number	TBC
PCAT Code	2256191
Date of Approval	February 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 Training Systems Analyst serves as an expert in analysing and maintaining the training management environments and other related business systems. Providing functional and technical support, guidance and advice to users.

Key accountabilities

- Provide application support, high quality customer service and work collaboratively with end users to provide support and investigate incidents and service requests.
- Partner with external and internal stakeholders to execute projects and initiatives that adhere to requirements, legislation, compliance, and standards.

- Provide subject matter expertise in relevant business processes, systems, technical and functional requirements to recommend improvements for training management environments and other related business systems.
- Collaborate, develop and maintain ICT procedures and standards to ensure effective operation and delivery of services and projects.
- Utilise industry best practices and cloud computing platforms to support software development and deployment. Collaborate with developers, designers, and other stakeholders to optimise cloud-based delivery and ensure applications are designed for optimal availability and scalability. Ensure that initiatives are completed on time, within budget, and to the satisfaction of all parties involved.
- Coordinate and support maintenance, outages, testing, and audit activities for cloud-based systems to maintain their effectiveness and continual improvements. This includes monitoring the systems, recognizing potential problems, and collaborating with internal and vendor support teams to quickly and efficiently resolve any issues that arise, including issues related to integration points and plugins.
- Research current technologies, trends, issues, standards, and methodologies to leverage existing and emerging resources to support business objectives, by staying up to date on the latest industry developments and identifying new tools, technologies, and strategies that can be used to improve the organization's systems and processes.

Key challenges

- Balance competing demands to ensure operational and project deliverables are achieved.
- Maintain current knowledge of trends and developments within a training management environment to enhance services and meet future business needs.
- Supporting and maintaining commercial off the shelf and in-house developed software.
- Ensuring ITIL and ISMS frameworks are adhered to in the development and maintenance of all solutions.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">Escalate issues, keep informed, provide expert advice, receive instructions and adhere to provided directives
Resource Systems Team	<ul style="list-style-type: none">Work collaboratively with team members to support the attainment of the organization's goals and objectivesParticipate in meetings to gather the perspective of the team and disseminate informationOffer expert advice and direction on matters related to business systems.
Training Teams	<ul style="list-style-type: none">Collaborate with cross-functional teamsParticipate in working group meetings to identify and solve issues, and plan work accordingly.Establish and actively participate in a Change Advisory Group to support and streamline changes within the system.
End Users	<ul style="list-style-type: none">Collaborate, define requirements, resolve and provide solutions to issues.

Role dimensions

Decision making

The position requires a significant level of autonomy, discretion and initiative in resolving daily business system issues that arise from the provision of service to the Director and stakeholders.

The role will consult with relevant parties to identify and recommend appropriate solutions, taking into consideration potential impacts and risks. They will also establish priorities and assign tasks to the team to ensure a consistent workflow and adherence to deadlines.

Decisions that fall under the control of the Senior Manager and/or Director, including approval for changes, task assignments within the directorate, budget expenses, and major decisions related to business systems, will be deferred and escalated accordingly.

Reporting line

The reports directly to the Manager Resource Systems.

Direct reports

Nil

Budget

Nil

Essential requirements

- Relevant tertiary qualification(s) in IT or related field and/or equivalent relevant industry knowledge and experience.
- Demonstrated experience and knowledge of learning management systems.

- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months.

You may be required to participate in activities to support the agency out of business hours during training exercises, operational, cyber security 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

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 www.psc.nsw.gov.au/capabilityframework/ICT


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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	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	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Service Management – Service Operation – Systems Development Management	Level 5 DLMG
	Delivery and Operation – Technology Management – System Software	Level 5 SYSP

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
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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 Think and Solve Problems	Adept	<ul style="list-style-type: none"> 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
Business Enablers Technology	Adept	<ul style="list-style-type: none"> 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
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans

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, Systems Development Management	Level 5 DLMG	<ul style="list-style-type: none"> Plans and drives systems development projects which support the organisation's objectives and plans. Selects, adopts and adapts appropriate systems development methods, tools and techniques. Ensures that stakeholders are aware of required resources and that they are made available. Facilitates availability and optimum utilisation of resources. Monitors and reports on the progress of development projects. Ensures projects are carried out in accordance with agreed architectures, standards, methods and tools and addresses security and privacy requirements. Develops road maps to communicate future development activity.
Delivery and Operation, Technology Management, System software	Level 5 SYSP	<ul style="list-style-type: none"> Ensures that system software is provisioned and configured to facilitate the achievement of service objectives. Evaluates new system software and recommends adoption if appropriate. Plans the provisioning and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational procedures and diagnostics for system software are current, accessible and well understood.