

Role Description

Manager Systems Development



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Information and Communications Technology
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	261112
Role Number	52015363
PCAT Code	2226492
Date of Approval	September 2021
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: 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

Manage and lead other application developers in the development of software, web, and multi-media application technology solutions to support the successful implementation of technology solutions and the achievement of quality business outcomes for operational systems and applications.

Key accountabilities

- Manage a team of technical staff including day to day work allocation, capability development and performance management to deliver effective and efficient application development capabilities
- Review, interpret and analyse detailed business requirements specifications (BRS) and translate needs to technical requirements to ensure alignment between customer expectations for current and future operational systems/applications capability
- Contribute to the strategic direction and planning of operational systems/applications technology investments that align to the enterprise architecture and maximise the return on technology investment

- Define and design operational systems/applications technology solutions to assist the business in meeting their business objectives within the agreed enterprise architecture to ensure alignment to the ICT strategic direction of the organisation
- Develop, test and implement operational systems/applications technology solutions and report on delivery commitments to ensure solutions are implemented effectively within agreed time, cost and quality requirements and align to business needs
- Lead operational systems/applications solution and business continual improvement programs and provide specialist advice and support including 3rd level application support and problem resolution to ensure minimal disruption, downtime and impact to organisational operations
- Lead organisational best practice in operational systems/applications and deliver research into current technologies, trends, issues, standards and methodologies, to ensure existing and emerging value-add resources are leveraged to support business objectives and enhancement of business systems
- Lead the development of technical documentation to ensure the development/implementation process, operational processes and training resources are effectively documented to IT standards

Key challenges

- Identifying system, infrastructure and project interdependencies and balancing competing demands to ensure project and BAU deliverables are achieved
- Supporting and maintaining integrated solutions including the introduction of new systems that meet client and operational requirements while maximising the return on investment, minimising whole life costs and minimising disruption and downtime for the business
- Leading effective change processes as new systems, applications and processes are implemented while managing potential resistance from stakeholders

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Inform manager about agreed ICT architecture for operational business systems and applications • Escalate issues, keep informed, advise and receive instructions • Seek, reflect and act on feedback on own performance
Portfolio Management Office	<ul style="list-style-type: none"> • Provide guidance regarding the future direction of ICT investments and portfolio strategy • Monitor risks and escalate issues, receive instructions and provide feedback
Direct Reports	<ul style="list-style-type: none"> • Set priorities, monitor tasks and projects • Act as a point of escalation • Provide ongoing performance feedback, coaching and development
Work team	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving multiple team's business outcomes

Who	Why
	<ul style="list-style-type: none"> Participate in meetings to obtain the work group perspective and share information
ICT Specialists	<ul style="list-style-type: none"> Work collaboratively to continually improve the integration, capability and capacity of technical solutions and to ensure a consistent enterprise architecture approach
SES Staff and Volunteers	<ul style="list-style-type: none"> Resolve and provide solutions to issues Develop and document solution requirements Work collaboratively to continually improve operational systems and processes
External	<ul style="list-style-type: none">
Vendors / Suppliers	<ul style="list-style-type: none"> Evaluate options for solutions and services Incorporate external requirements and features in solution designs Resolve and provide solutions to issues Obtain industry intelligence on technological developments Work collaboratively to ensure a consistent operational systems approach
Justice Cluster	<ul style="list-style-type: none"> Work collaboratively with peers to continually improve operational system solutions within cluster Maintain effective networks to ensure SES interests are preserved and interoperability between agencies is developed and maintained

Role dimensions

Decision making

The role routinely makes decisions based on research, best practice and government requirements that define operational system and application solutions. Where matters will have significant implications across the organisation, may recommend courses of action to management level members, or may advise of implications in various options being considered. The role makes decisions regarding the delivery of operational systems and support services strategies and processes in accordance with the ICT and whole-of-government strategic plans and exercises autonomy and initiative in resolving day-to-day issues that arise from operational systems service provision to internal clients, as well as the management of agreed technology projects. The role prepares sound reports, analyses, submissions and other forms of written advice; in most cases, documents will be reviewed by the manager before finalisation and provides advice on software development and ensures that relevant technical standards and practices are applied correctly. Decisions deferred to the manager include approval for system change, assignment of tasks within business systems team, budget expenses, and major decisions related to projects.

Reporting line

The role reports directly to the Senior Manager Operational Systems, Information and Communications Technology.

Direct reports

This role has 2 direct reports:

Systems Developer
Systems Programmer

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualification(s) in IT or related field and/or equivalent relevant industry knowledge and experience
- Demonstrated high level experience with software development in technologies such as
 - ASP.NET MVC and WebApi, JavaScript, HTML5, CSS
 - Mobile app platforms such as Xamarin or React Native
 - Azure Infrastructure including Virtual Networks, Virtual Machines, Cloud Services and SQL Azure
 - DevOps
- Demonstrated experience in providing incident and problem management support for systems and applications
- Thorough knowledge of AIMS principles and processes, and/or willingness to obtain competence within 12 months

Note:

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

This role also utilises an occupation specific capability set.

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	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity & Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate
Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Solution Development & Implementation, Systems Development, Level 5 – PROG Systems Design	
	Solution Development & Implementation, Systems Development, Level 5 – DESN Systems Design	
	Business Change, Business Change Management, Requirements Definition and Management	Level 5 - REQM
	Solution Development & Implementation, Systems Development, Testing	Level 5 – TEST

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 Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept	<ul style="list-style-type: none"> 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
Relationships Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Adept	<ul style="list-style-type: none"> 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
Results Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Advanced	<ul style="list-style-type: none"> 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 in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high-quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology Understand and use available technologies to maximise efficiencies and effectiveness	Advanced	<ul style="list-style-type: none"> Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management Understand and apply effective planning, coordination and control methods	Adept	<ul style="list-style-type: none"> Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects
Manage and Develop People Engage and motivate staff, and develop capability and potential in others		<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities, and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths, and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks

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

Category and Sub-Category	Level and Code	Level Descriptions
Solution Development & Implementation, Systems Development, Programming/software development	Level 5 – PROG	Sets local or team-based standards for programming tools and techniques, advises on their application and ensures compliance. Takes technical responsibility for all stages in the software development process. Prepares project and quality plans and advises systems development teams. Assigns work packages to technical staff, monitors performance and reports progress. Provides advice, guidance and assistance to less experienced colleagues as required.

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

Category Sub-Category	and Level and Code	Level Descriptions
Solution Development and Implementation, Systems Development, Systems Design	Level 5 – DESN	Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality and systems management requirements.