

# Role Description

## Software Systems Analyst



Department of  
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI Biosecurity and Food Safety / Pest Disease Research and Diagnostics
Location	Armidale
Classification/Grade/Band	Clerk Grade 5/6
Role Family <i>(Internal use only)</i>	Bespoke / Information & Communication Technology / Support
ANZSCO Code	262113
PCAT Code	1226365
Date of Approval	1 November 2015 (updated 17 February 2021)
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

### Primary purpose of the role

The Software Systems Analyst is responsible for the monitoring and maintenance of the organisation's laboratory information management system paired with the communication technology infrastructure.

### Key accountabilities

- Assist with the identification and classification of routine problems and their root causes and provide timely resolution to prevent recurring incidents
- Assist with the deployment and maintenance of laboratory information management systems
- Perform operational procedures and tasks reliably and consistently to reduce the risk of unplanned outages

- Provide timely and effective response to user requests and resolution of incidents. Restore normal service; record and fulfil user requests; and record, investigate, diagnose, escalate and resolve incidents.

## Key challenges

- Be responsive to requests for support whilst delivering against agreed activities and objectives

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Work collaboratively to contribute to supporting the achievement of the organisation's business goals</li> <li>• Participate in meetings to obtain the work group perspective and share information</li> <li>• In response to calls for local assistance, agree priorities and type of assistance possible</li> </ul>
Clients/Customers	<ul style="list-style-type: none"> <li>• Manage expectations, resolve issues and provide solutions to problems</li> </ul>

## Role dimensions

### Decision making

Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Can prioritise own work load within agreed parameters. Has a working level contact with customers and suppliers required to provide agreed services in predictable and structured areas. Performs a range of varied work activities in a variety of structured environments. Contributes to routine problem resolution.

### Reporting line

Virtual Data Centre/Database Technology Manager

### Direct reports

Not applicable

### Budget/Expenditure

Nil

## Key knowledge and experience

- Sound experience in Sample Manager software implementation and maintenance

## Capabilities for the role




The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into **focus capabilities** and **complementary capabilities**.

### Focus capabilities


*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Focus on providing a positive customer experience</li><li>• Support a customer-focused culture in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li><li>• Identify and respond quickly to customer needs</li><li>• Consider customer service requirements and develop solutions to meet needs</li><li>• Resolve complex customer issues and needs</li><li>• Cooperate across work areas to improve outcomes for customers</li></ul>	Intermediate
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"><li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li><li>• Research and analyse information to make recommendations based on relevant evidence</li><li>• Identify issues that may hinder the completion of tasks and find appropriate solutions</li></ul>	Intermediate

		<ul style="list-style-type: none"> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate

### Occupation / profession specific capabilities





Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Development and implementation, Installation and integration, Systems installation/decommissioning	Level 3 - HSIN


Category, Sub-category	Level and Code	Skill and Level Description
<b>Solution development and implementation,</b> Installation and integration,	Level 3 HSIN	<b>Systems installation/decommissioning</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.

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 <b>Business Enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 <b>SFIA</b>	Delivery and Operation, Service Operation, Problem Management	Level 3 - PBMG
	Delivery and Operation, Service operation, IT infrastructure	Level 3 - ITOP
	Delivery and Operation, Service operation, Incident management	Level 3 - USUP