

MANAGER PROBLEM AND MAJOR INCIDENT

BRANCH/UNIT	Systems Group		
TEAM	Technology Management & Support/Continuity Management		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Manager Level 1		
POSITION NO.	TBA		
ANZSCO CODE	260000	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW’s purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Manager Problem and Major Incident is responsible for managing and controlling all major incidents and associated communication/escalation and providing resolutions within the agreed SLAs and overall status of the problem and major incident resolution process.

3. KEY ACCOUNTABILITIES

1. Manage the resolution of problems and major incidents process, including stakeholder communication, post implementation reviews, root cause analysis and resolution.
2. Coordinate with the respective SMEs to drive the problems and major incidents process to ensure that service is restored as quickly as possible, minimising the adverse impact on business operations, and ensuring that the best possible levels of service quality and availability are maintained
3. Document post incident recovery steps in order to establish Root Cause, aid in process improvements, identify deviations and to enable creation of a Knowledge Base.
4. Initiate and provide leadership, strategic/tactical direction related to the successful resolution of major incidents along with any available workarounds.
5. Prepare performance reports, metrics and trend analysis on problems and incidents identifying the impact of known errors and the cost and benefits of root cause analysis.
6. Lead in defining, developing and communicating the practices and processes necessary for effective problem and demand management to enable Systems Group and the business to optimise investment in IT through informed evidence based decisions and to minimise the impact of service outages.
7. Responsible for development and maintenance of a database of known issues, causes and resolutions to guide the development and support teams in minimising the impact of incidents.
8. Manage the provision of advice and recommendations to teams on a broad range of issues relating to incident management advice that may have a high impact on business operations and service delivery.
9. Capture, evaluate, and prioritise all of the demands or requests placed on IT—from high-volume routine service requests to deploying changes across core applications.
10. Maintain an awareness of emerging business priorities and anticipating, influencing and developing customer demand strategies, informing the service catalogue and service desk performance.
11. By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
12. Place the customer at the centre of all decision making.
13. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
14. Collaborate with staff to ensure the development and regular review of meaningful individual performance management and development plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Establishing a systematic and proactive approach within the problem management process across the organisation.
- Proactively establish and maintain an awareness of current and emerging business priorities that potential impact service reliability.
- Keeping abreast of technology, trends, legislative/regulatory and organisational change to maintain the highest quality of service delivery.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Senior Manager Continuity	<ul style="list-style-type: none"> • Receive leadership direction and advice. • Escalates unresolved issues of major significance.
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, direction and advice.
TAFE Managers and Staff	<ul style="list-style-type: none"> • Manage expectations, resolve issues and provide solutions to problems, provide information to limit exposure to known or emergent problem areas.
External	
Suppliers / Vendors	<ul style="list-style-type: none"> • Liaise regarding known errors and the promotion of problem management within outsourced service providers. • Champion TAFE's position on system integrity and reliability and its impact on service delivery.

6. POSITION DIMENSIONS

Reporting Line: Senior Manager Continuity

Direct Reports: 3

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Demonstrated management and technical expertise in problem and incident management in a dynamic service delivery environment.
3. Ability to address and meet focus capabilities as stated in the Position Description.


8. CAPABILITIES

NSW Public Sector Capability Framework


Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Delivery and operation, Service operation , Incident management	Level 5- USUP
	Delivery and operation, Service operation, Problem Management	Level 5 PBMG
	Delivery and operation, Service design, Availability management	Level 5 AVMT

FOCUS CAPABILITIES

The focus capabilities for the Manager Problem and Major Incident 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 position's key accountabilities.

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NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change. Give frank and honest feedback/advice. Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively. Raise and work through challenging issues and seek alternatives. Keep control of own emotions and stay calm under pressure and in challenging situations.
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding. Translate technical and complex information concisely for diverse audiences. Create opportunities for others to contribute to discussion and debate. Actively listen and encourage others to contribute inputs. Adjust style and approach to optimise outcomes. Write fluently and persuasively in a range of styles and formats.
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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.
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes. Make sure team/unit staff understand expected goals and acknowledge success. Identify resource needs and ensure goals are achieved within budget and deadlines. Identify changed priorities and ensure allocation of resources meets new business needs. Ensure financial implications of changed priorities are explicit and budgeted for. Use own expertise and seek others' expertise to achieve work outcomes.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options. Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace. • Implement appropriate controls to ensure compliance with information and communications security and use policies. • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes. • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes. • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies.
People Management Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives. • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning. • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context. • Monitor performance against standards and take timely corrective actions. • Keep others informed about progress and performance outcomes.

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

Category and Sub-Category	Level and Code	Level Descriptions
Delivery and operation, Service operation	Level 5- USUP	INCIDENT MANAGEMENT (USUP) Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
Delivery and operation, Service operation	Level 5 BPMG	PROBLEM MANAGEMENT (PBMG) Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.

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

Category and Sub-Category	Level and Code	Level Descriptions
Delivery and operation, Service design	Level 5 AVMT	AVAILABILITY MANAGEMENT (AVMT) Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.