

Role Description

Senior Application Support Engineer



Customer
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division / Branch / Unit	Digital.NSW & Customer Service ICT / Government Technology Platforms
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	263112
PCAT Code	1336468
Date of Approval	October 2019

Primary purpose of the role

Responsible for providing advanced application support by investigating, resolving incidents and problems, analysing and designing new applications or modifying existing applications to ensure client business is maintained. Senior Applications Support Engineer is responsible for the support and operational maintenance of the OneGov ICT environment.

Key accountabilities

- Perform monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain systems to meet user demand
- Reduce operational risk and improve availability of the systems by ensuring access, monitoring, control, evaluation and documentation practices are maintained and adhered to agreed standards
- Develop, maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages
- Manages critical situations to assist with service restoration activities and the review of all Application change requests
- Provide day-to-day functional and technical support of all systems, maintaining and collating application support documentation to ensure service delivery outcomes are met
- Collect and analyse operational data (especially incident and change records) to identify emerging trends and log problem records to assist with problem resolution and increased availability
- Build and test application change requests, debug code to perform root cause analysis to maintain and improve client business

Key challenges

- Managing the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned while ensuring service delivery timeframes are being met
- Ensuring required controls are adhered without compromising responsiveness and availability

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none">Inspire, guide, support and motivate team, provide direction and manage performanceParticipate in meetings to obtain the work group perspective and share informationWork collaboratively to contribute to achieving the team's business outcomes
Direct Reports	<ul style="list-style-type: none">Guide, support, coach, mentor and manage performanceReview work and proposals to ensure integrity and accountability of decision makingProvide own perspective and share informationWork collaboratively with, inspire and motivate
Clients / Customers	<ul style="list-style-type: none">Resolve and provide solutions to issuesProvide advice and guidance on network related topics
External	
Customers/Stakeholders	<ul style="list-style-type: none">Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues
Vendors/Service Providers	<ul style="list-style-type: none">Resolve and provide solutions to issuesProvide advice and guidance on network related topics

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting Line

Director

Direct reports

This role has up to 5 direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Relevant tertiary qualification/s in the same or similar discipline

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	Adept
	Act with Integrity	Adept
	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	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	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
	Delivery and Operation - Service Operation Network Support	Level 5 – NTAS
	Development and Implementation - Installation and Integration Systems Installation/Decommissioning	Level 5 – HSIN
	Delivery and Operation - Service Operation Incident Management	Level 5 – USUP
	Strategy and Architecture – Technical Strategy & Planning	
	Emerging Technology Monitoring	Level 4 - EMRG

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 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 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 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
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context Participate in wider organisational workforce planning to ensure the availability of capable resources

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 – NTAS	NETWORK SUPPORT Drafts and maintains procedures and documentation for network support. Makes a significant contribution to the investigation, diagnosis and resolution of network problems. Ensures that all requests for support are dealt with according to set standards and procedures.
Development and Implementation Installation and Integration	Level 5 - HSIN	SYSTEMS INSTALLATION/DECOMMISSIONING Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
Delivery and Operation Service Operation	Level 5 - USUP	INCIDENT MANAGEMENT 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.

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

Category and Sub-Category	Level and Code	Level Descriptions
Strategy & Architecture Technical Strategy & Planning	Level 4 – EMRG	EMERGING TECHNOLOGY MONITORING – Supports monitoring of the external environment and assessment of emerging technologies to evaluate the potential impacts, threats and opportunities to the organisation. Contributes to the creation of reports, technology road mapping and the sharing of knowledge and insights.