

# Role Description

## ICT Project Coordinator

Cluster/Agency	Department of Education
Division/Branch/Unit	Early Childhood Education
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Temporary
ANZSCO Code	272613
Role Number	206507
PCAT Code	1119192
Date of Approval	October 2019
Agency Website	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Overview

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations in Australia with around 100,000 employees located across the state, and manages an annual budget that accounts for approximately one quarter of the State's total budget.

Located with the Department of Education (DoE), the Early Childhood Education (ECE) Directorate administers several programs and funding streams designed to meet the goals of the National Partnership Agreements on Universal Access to Early Childhood Education and the National Quality Agenda, with a focus on improved participation of children from Aboriginal and low income backgrounds.

As a regulatory authority under the national regulatory arrangements for early childhood education and care, the Directorate regulates approximately 5,500 services across the state. For services regulated under the National Quality Framework, this includes a process of assessment and quality rating by regional staff against the seven quality areas that make up the National Quality Standards.

### Primary purpose of the role

The role coordinates and supports the Statewide Operations Network's Information & Communication Technology services.

## Key accountabilities

- Develop and maintain strong and effective networks across the business unit and with the Information Technology Directorate to support the effective operation of the business.
- Undertake analysis, design, development, testing and documentation of a range of technology projects to ensure the businesses technology systems meet its needs.
- Work collaboratively with staff to analyse business requirements and develop functional specifications for the development of new technological systems and processes to ensure the systems adapt to meet the changing needs of the business and sector.
- Provide technology advice and information to staff to enable more effective and efficient delivery of core business functions.
- Administer data and system protection through managing and distributing system software and anti-virus updates to ensure security of data and related information.
- Provide advice on standards and procedures in accordance with Departmental policy to ensure the effective operation and usage of ICT equipment and software applications.
- Retrieve and analyse data from databases to support the work of field staff in the statewide network.

## Key challenges

- Managing competing, and at times conflicting priorities, within agreed timeframes and to the required standard.
- Managing and resolving complex technological issues.

## Key relationships

Who	Why
<b>Internal</b>	
ECE Statewide Operations Network Directorate	<ul style="list-style-type: none"><li>• Provide advice to ensure the coordination of the business unit's ICT systems and services</li></ul>
Other areas of the Department for Education	<ul style="list-style-type: none"><li>• Support the maintenance of effective relationships and networks to foster collaboration, consultation and engagement on the business unit's ICT systems and services</li></ul>
<b>External</b>	
Broader government stakeholders and the ECE sector	<ul style="list-style-type: none"><li>• Support working parties and major committees</li></ul>

## **Role dimensions**

### **Decision making**

This role:

- acts independently in performing its core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes
- consults with the Manager on matters that are sensitive and /or contentious to agree on a suitable way forward

### **Reporting line**

The role reports to the Manager Statewide Network

### **Direct reports**

The role has 1 direct reports

### **Budget/Expenditure**

TBA

### **Essential requirements**






- Knowledge of and commitment to the Department's Aboriginal education policies.
- A valid Working with Children Check

## 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](http://www.psc.nsw.gov.au/capabilityframework)

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

### 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<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 follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay 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>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Adept	<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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>
		<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>