ROLE DESCRIPTION

ICT Field Operations OFFICER

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| --- | --- |
| Cluster | Stronger Communities |
| Directorate / Business Unit | Technology, Finance And Legal | Operational Platforms |
| Role Number | Various |
| Grade  | RFS Level 8/9 |
| ANZSCO Code | 313112 |
| PCAT Code | 1119192 |
| Date of Approval  | 24 August 2021 |
| Website | [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)  |

About Us

The NSW Rural Fire Service (NSW RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The NSW RFS is established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush fire-fighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the NSW RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world.

Fighting fires and protecting the community from emergencies is the most visible aspect of the NSW RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Role Purpose

This field based role coordinates and supports the use of ICT infrastructure and operational communications systems and procedures across the NSW RFS. This involves assisting in the coordination and planning of field based logistical, tactical and strategic communication support and infrastructure services to provide NSW RFS members with consistent, reliable and effective systems and procedures.

Key Accountabilities

1. Provide guidance and direction to support local ICT infrastructure and operational communication, system requirements including technical support, internal and external stakeholder engagement and system design.
2. Work with members to ensure ICT infrastructure and operational communication systems are implemented appropriately, utilised and maintained effectively.
3. Provide ICT infrastructure and operational communication system focused, logistical and/or technical support to incident related activities as and when required.
4. Proactively identify and implement system and software enhancements to enable improved service quality and best practice delivery and increase organisational cyber security maturity.
5. Audit supplier and contractor activities to ensure all works are undertaken in accordance with requirements, polices, guidelines and standards.
6. Assist in the preparation of tender specifications and evaluation of acquiring ICT infrastructure and operational communication systems.
7. Assist in the preparation of detailed technical specifications in relation to ICT infrastructure and operational communication system devices within NSW RFS fleet and facilities.
8. Conduct and coordinate audits of the various ICT infrastructure and operational communication systems, sites and facilities operated by the NSW RFS to ensure compliance with policies and standards, in order to maintain optimum performance and appropriateness.

Essential Requirements

* A Diploma in a relevant discipline or equivalent relevant expertise.
* Current drivers licence, ability and willingness to travel.
* Required to participate on an after-hours and/or on call roster.
* Ability and willingness to complete operational training to a supervisory level for field operations.
* During periods of major fire activity, the incumbent may be required to support operational management activities consistent with their skills and background.

Key Knowledge and Experience

* Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

#### Decision Making

* The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.
* Routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
* The incumbent seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.

#### Reporting Line

The role reports to the Supervisor Field Engineering & Communications.

#### Direct Reports

Nil.

#### Budget/Expenditure

Nil.

Key Relationships – Internal

| Who | Why |
| --- | --- |
| * Manager
 | * Work in close collaboration to ensure the seamless delivery of services
 |
| * Team
 | * Provide professional guidance and development to build capability and ensure consistent quality and accessible service provision
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| * Executive, Managers and Supervisors
 | * Maintain an inter-unit ‘teams based’ approach that builds capacity and has a focus on the provision of quality services.
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| * NSW RFS Members
 | * Develop and maintain effective working relationships and open channels of communication across the agency to effectively contribute to better outcomes for our members and the community
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Key Relationships – External

| Who | Why |
| --- | --- |
| * Other emergency services groups and professional bodies
 | * Work collaboratively to develop and communicate relevant research and practice outcomes
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Capabilities for the Role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. ***Focus capabilities*** are considered the most important for effective performance of the role.

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| --- | --- | --- |
| Capability Group | Capability Name | Level |
|  | Display Resilience and Courage | Intermediate  |
| Act with Integrity | Intermediate  |
| **Manage Self** | **Adept**  |
| Value Diversity | Intermediate  |
|  | Communicate Effectively | Intermediate  |
| **Commit to Customer Service** | **Intermediate**  |
| Work Collaboratively | Intermediate  |
| Influence and Negotiate | Intermediate  |
|  | **Deliver Results** | **Adept**  |
| Plan and Prioritise | Intermediate  |
| **Think and Solve Problems** | **Adept**  |
| Demonstrate Accountability | Intermediate  |
|  | Finance | Intermediate  |
| Project Management | Intermediate  |
| Procurement and Contract Management | Intermediate  |
| **Technology** | **Adept**  |

| Occupation / profession specific capabilities (Skills Framework for the Information Age – SFIA) |
| --- |
| **Capability Set** | **Category and Sub-category** | **Level and Code** |
|  | **Delivery and Operation – Service Operation****Incident Management**  | **5 USUP** |
| **Delivery and Operation – Service Operation****IT Infrastructure**  | **4 ITOP**  |
| Delivery and Operation - Service OperationRadio Frequency Engineering  | 4 FREN |
| Delivery and Operation - Service OperationNetwork Support  | 5 NTAS |

| 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****Incident Management**  |  **Level 5** **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.
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| **Delivery and Operation** **Service Operation****IT Infrastructure**  |  **Level 4**  **ITOP** | * Provides technical expertise to enable the correct application of operational procedures.
* Uses infrastructure management tools to determine load and performance statistics.
* Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments.
* Implements agreed infrastructure changes and maintenance routines.
* Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure.
* Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures.
* Provides reports and proposals for improvement, to specialists, users and managers.
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