

# Role Description

## Systems Analyst



POWERHOUSE

Cluster	Department of Enterprise, Investment and Trade
Agency	Museum of Applied Arts and Sciences
Location	ICT – All Powerhouse sites
Classification/Grade/Band	Grade 7/8
Position Number	51004307 and 51004308
ANZSCO Code	
PCAT Code	
Date of Approval	June 2023
Agency Website	maas.museum

### Agency Overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology. It plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes Powerhouse Ultimo, Sydney Observatory, and the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian of over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking a landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of the Museum's Discovery Centre, Castle Hill, which includes expanded storage and new research and public facilities, the renewal of the iconic Powerhouse Museum in Ultimo and digitisation of the collection.

### Primary purpose of the role

The Systems Analyst manages the technology application portfolio across the Powerhouse landscape, including project management, application governance, application enhancements and lifecycle management. This includes identifying and leading the delivery of synergies and improvements across the application portfolio whilst supporting day-to-day operations and driving and owning application-specific strategic goals and initiatives. This role is key to establishing new technology at new and expanding Powerhouse precincts.

The Systems Analyst is a highly skilled and client-focused role responsible for implementing and responding to technology requirements and issues to maintain a high service level. In response to the Powerhouse renewal, the Systems Analyst is responsible for providing a wide range of application services and coordination to support geographically dispersed teams by undertaking service desk and field support activities.

## Key Accountabilities

- Lead projects and inter-departmental project teams, including budgeted, timeline and quality assurance from initiation (business case, funding, project initiation) to successful completion and review using to establish commercial viability.
- Manage application lifecycle including the management of cases, requests, and deployment of releases, patches, requests and customisations alongside application governance and security to ensure risks of data loss are managed.
- Analyse and review existing systems, applications, functions and the information used, including the data on which the information is based, to ensure business requirements and strategic ICT objectives are met.
- Monitor application system performance, diagnose problems and trends to inform user resolutions, and document the outcomes.
- Manage regular meetings and workshops with stakeholders throughout the Powerhouse to understand the specific goals of the overall organisation and individual business units and translate identified needs into technology requirements/design for IT/Vendor development, fostering relationships to move towards a single point of contact relationship
- Provide Level 1 and 2 operational support and troubleshooting for existing applications systems alongside onboarding and training for new and existing users.
- Undertake qualitative and quantitative research to identify trends and assist with determining business solutions, build and maintain key relationships with vendors and co-design with users new solutions for systems, products and services.

## Key Challenges

- Establishing relationships with stakeholders to develop trust and ensure reliable and accurate information is communicated and documented.
- Distilling business needs to identify fit for purpose options while supporting organisational agility and responsiveness to change.
- Managing multiple and concurrent projects at different lifecycles.
- Managing converging priorities of different and geographically dispersed workforce cohorts.

## Key relationships

Who	Why
<b>Internal</b>	
Head of Business Applications	<ul style="list-style-type: none"><li>— Work collaboratively and give and receive advice to plan and deliver tactical and strategic application service delivery and change</li><li>— Escalate issues, keep informed, advise and receive instructions</li></ul>
Specific Teams/Departments	<ul style="list-style-type: none"><li>— Determine requirements and deliver solutions</li></ul>
Internal clients	<ul style="list-style-type: none"><li>— Support team work collaboratively to contribute to achieving the team's business outcomes</li></ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"><li>— Provide project-related advice and updates; collaborate and liaise within the resolution of project issues with application vendors and potential third-party customer</li></ul>
Vendors/Service Providers	<ul style="list-style-type: none"><li>— Engage with the provision of necessary resources and services.</li></ul>

## Role dimensions

### Decision making

- Has some autonomy and is accountable for delivering specific projects and processes.
- Refers to supervisor for decisions that require a change to approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside delegation limits.
- Plans, leads, and organises their work to achieve agreed business objectives and performance criteria.
- Submits reports, analyses, briefings, and other forms of advice with the support of their supervisor.

### Reporting line

Head of Business Applications

### Direct reports

Nil

### Budget/Expenditure

This role does not have a financial delegation.

## 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.

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




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
 <b>Personal Attributes</b>	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <li>Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>Show commitment to achieving challenging goals</li> <li>Examine and reflect on own performance</li> <li>Seek and respond positively to constructive feedback and guidance</li> <li>Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
	 <b>Relationships</b>	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>Share lessons learned across teams and units</li> <li>Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept
 <b>Results</b>	<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> <li>Be willing to seek input from others and share own ideas to achieve best outcomes</li> </ul>	Intermediate



## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Adept
		<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	

## Occupation specific focus capability set

Capability Set / Skill	Category and Sub-Category	Level Descriptions	Level Code and
<b>Business analysis</b> 	Change and transformation Business change management	<ul style="list-style-type: none"> <li>Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.</li> <li>Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems and identifies options for consideration.</li> <li>Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests.</li> <li>Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.</li> </ul>	BUAN Level 4
<b>Requirements definition and management</b> 	Change and transformation Business change management	<ul style="list-style-type: none"> <li>Contributes to selection of the requirements approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.</li> <li>Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.</li> <li>Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.</li> <li>Reviews requirements for errors and omissions.</li> <li>Establishes the requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.</li> </ul>	REQM Level 4





## Occupation specific focus capability set

Capability Set / Skill	Category and Sub-Category	Level Descriptions	Level and Code
		<ul style="list-style-type: none"> <li>Investigates, manages, and applies authorised requests for changes to base-lined requirements, in line with change management policy.</li> </ul>	
<b>Business process testing</b> 	Change and transformation Business change management	<ul style="list-style-type: none"> <li>Designs and manages tests of new/updated processes. Specifies test environment for whole life-cycle testing (for example, using a model office concept).</li> <li>Manages selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions.</li> <li>Ensure tests and results are documented, reported to stakeholders and are available for specification of user instructions.</li> <li>Highlights issues and risks identified during testing to business stakeholders.</li> <li>Provides specialist guidance and advice to less experienced colleagues and users to ensure that test are conducted in an appropriate manner.</li> </ul>	BPTS Level 5
<b>Relationship management</b> 	Relationships and engagement Stakeholder management	<ul style="list-style-type: none"> <li>Implements stakeholder engagement/communications plan.</li> <li>Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.</li> <li>Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management.</li> <li>Helps develop and enhance customer and stakeholder relationships.</li> </ul>	RLMT Level 4



## 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adpet
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	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	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

## Occupation specific complimentary capabilities

Capability Skill	Set /	Category and Sub-category	Description	Level and Code
Business modelling		Change and transformation Business change management	The production of abstract or distilled representations of real world, business or gaming situations in traditional or trans-media applications, to aid the communication and understanding of existing, conceptual or proposed scenarios. Predominantly focused around the representation of processes, roles, data, organisation and time. Models may be used to represent a subject at varying levels of detail and decomposition.	BSMO Level 4
				
Business process improvement		Strategy and architecture Business strategy and planning	The creation of new and potentially disruptive approaches to performing business activities in order to create business opportunities; deliver new or improved products/services; or to improve supply chains. The identification and implementation of improvements to business operations, services and models. The assessment of the costs and potential benefits of the new approaches. The analysis and design of business processes in order to adopt and exploit technologies to improve business performance. The development of enterprise process management capabilities to increase organisational agility and responsiveness to change.	BPRE Level 5
				
Organisational capability development		Change and transformation Business change management	The provision of leadership, advice and implementation support to assess organisational capabilities and to identify, prioritise and implement improvements. The selection, adoption and integration of appropriate industry frameworks and models to guide improvements. The systematic use of capability maturity assessments, metrics, process definition, process management, repeatability and the introduction of appropriate techniques, tools and enhanced skills. The delivery of an integrated people, process and technology solution to deliver improved organisational performance in line with organisation's strategic plans and objectives. The scope of improvement is organisational but may also be highly focussed as necessary for example software development, systems development, project delivery or service improvement.	OCDV Level 5
