

# Role Description

## Vendor Management Analyst (ICT)



Customer  
Service

Cluster	Customer Service
Agency / Department	Department of Customer Service
Division / Branch / Unit	Various
Classification/Grade/Band	Clerk Grade 7/8 and ServiceNSW Award Grade 7/8
ANZSCO Code	261111
PCAT Code	1336468
Date of Approval	January 2020

### Primary purpose of the role

Responsible for collating and reviewing a broad range of information sources to analyse and report on the effectiveness of ICT vendor contracts. This role also supports a team of Vendor Managers in all aspects of vendor management as required including the preparation of documents, reports and presentations, liaising with vendors to resolve queries and reconciliation of purchase orders and expenditure.

### Key accountabilities

- Provide accurate advice about vendor performance issues and solutions to assist with specifying business requirements for new or existing vendor contracts
- Analyse existing systems, applications and functions to ensure strategic ICT vendor objectives are met in line with Organisational expectations and requirements
- Undertake qualitative and quantitative research to identify trends and assist with determining business priorities on the performance of agency ICT vendors
- Report on the performance of vendors to ensure delivery in line with contractual and performance metrics to ensure quality of service
- Populate and maintain complex databases and apply analytical tools, techniques and systems to analyse and interpret a wide range of vendor and organisational information and options to support management with planning and decision making
- Build and maintain key relationships with vendors, technical staff and stakeholders to determine and resolve issues, identify opportunities and inform of vendor strategies
- Apply risk management and compliance checks when researching and analysing ICT vendor and contract performance to identify potential risks and trigger risk mitigation and management responses

### Key challenges

- Communicating technical reports and analyses to vendor management stakeholders given the complexity of the data and the time-pressured working environment
- Managing vendor relationships while balancing competing demands to ensure agreed commercial outcomes are achieved and comply with organisational standards
- Continually building understanding of contemporary developments in ICT vendor analytics, capability, tools and methods given the significant changes to dynamic and complex working environment

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>Escalate issues, keep informed, advise and receive instructions</li> <li>Provide reports, analyses and advice to contribute to decision making and direction</li> <li>Provide advice on ICT vendor strategies and directions and contribute to broader unit issues</li> <li>Report on progress towards business objectives, discuss key projects and issues, seek and receive advice</li> </ul>
Work team	<ul style="list-style-type: none"> <li>Support team, work collaboratively to contribute to achieving the team's business outcomes</li> </ul>
Clients/customers	<ul style="list-style-type: none"> <li>Provide analytical advisory services to staff/teams on vendor management</li> <li>Resolve issues and provide solutions to problems</li> <li>Provide information regarding agency sector wide rules and standard</li> </ul>
<b>External</b>	
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>Gather information to support analyses of markets and vendor and contract performance</li> <li>Explore business opportunities and contribute to development of vendor strategies and supply arrangements</li> <li>Assist in the development of ongoing partnership-based relationships</li> <li>Invoice escalations</li> </ul>
Other NSW Government Agencies	<ul style="list-style-type: none"> <li>Establish networks to enable performance benchmarking, monitor market trends and maintain currency in trends and developments in analytics</li> <li>Contribute to cross agency or whole of government projects/programs</li> </ul>

## 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.

### Reporting line

Vendor Manager

### Direct reports

This role has no direct reports

### Budget/Expenditure

As per the Customer Service Delegations

### Essential requirements

Tertiary qualifications in a relevant field and/or demonstrated working experience in a similar industry





## 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)

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)

### 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>	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	<b>Procurement and Contract Management</b>	<b>Intermediate</b>
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	Category, Sub-category and Skill	Level and Code
 <b>SFIA</b>	<b>Change and Transformation - Business Change Management, Business Analysis</b>	<b>Level 5 - BUAN</b>
	<b>Relationship and Engagement – Stakeholder Management, Relationship Management</b>	<b>Level 5 – RLMT</b>
	Strategy and Architecture - Business Strategy and Planning, Business Process Improvement	Level 4 - BPRE
	Change and Transformation - Business Change Management, Requirements Definition and Management	Level 4 - REQM

## 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> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</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>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>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>Business Enablers</b>	Intermediate	<ul style="list-style-type: none"> <li>Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Procurement and Contract Management		<ul style="list-style-type: none"> <li>Conduct delegated purchasing activities, complying with prescribed guidelines and procedures</li> <li>Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</li> </ul>

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

Category and Sub-Category	Level and Code	Level Descriptions
<b>Change and Transformation</b> Business Change Management	Level 5 BUAN	<b>BUSINESS ANALYSIS (BUAN)</b> Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Selects, adopts and adapts appropriate business analysis methods, tools and techniques; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.
<b>Relationship and Engagement</b> Stakeholder Management	Level 5 RLMT	<b>RELATIONSHIP MANAGEMENT (RLMT)</b> Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.