Role Description
Systems Administrator

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Systems Group
Position Description no	10117-01
Classification/Grade/Band	TAFE Worker Level 8
Senior executive work level standards	Not Applicable
ANZSCO Code	262113
PCAT Code	1226461
Date of Approval	August 2020
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for the operation, development, administration and integration of TAFE NSW platforms to support the Systems Group and organisational business requirements.

Key accountabilities

1. Collaborate with Systems Administrators and other technical specialists to ensure effective day-to-day operations of the platforms and successful delivery of systems integrations, enhancements and solutions to meet organisational requirements.
2. Collaborate with TAFE NSW business stakeholders, technical specialists and vendor services / support staff to ensure the development and configuration of platforms aligns to best practice, platforms are fit for purpose, and provide value to the business.
3. Apply platform-specific expertise to guide and perform systems monitoring and analysis, performance tuning, troubleshooting and issues management including proactive complex problem analysis, resolution and issues escalation as necessary, to develop, maintain and improve systems performance.
4. Work with Systems Administrators, technical and testing specialists, and professional (vendor) services to support key operational activities including installations, testing and the release of new functionality using agile methodologies.
5. Liaise and collaborate with business users to identify and refine business needs, estimate, and develop technical solutions.
6. Perform configuration of relevant platforms in order to form views, catalogue items, workflow administration, data imports, alerts and thresholds, SLA definition and reporting.
7. Perform customisation of platforms including, but not limited to UI forms, Scripting, web services integrations and third-party application (plugin) integrations.
8. Collaborate with Systems Administrators and other technical specialists to perform discovery of services and infrastructure, and implement monitoring and alerting against discovered components and services.
9. Provide technical liaison and engagement with vendors and other providers as required ensuring effective provision of technical support and adherence to SLA's and other organisational standards.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

Key challenges

- Implementing complex integrations to third-party platforms to support business outcomes.
- Meeting imperative timelines for the release of the platforms in addition to time constrained releases that will follow.
- Addressing and responding to high levels of complexity within integrations and applications, each with different requirements, stakeholders and timeframes.
- Ensuring required controls are adhered to without compromising responsiveness and availability.

Key relationships

Internal

Who	Why
Line Manager	• Receive leadership, direction and advice. • Escalate issues, keep informed and advise.
Platform Team	• Collaborate on configuration and customisation of platforms to the organisation's requirements.

Project and operational teams within TAFE NSW	• Work closely with related project teams and technical specialists involved in transitional activities, platform configuration and integrations across TAFE NSW corporate and regional business groups.
TAFE NSW business stakeholders and clients	• Resolve issues and provide solutions to problems. • Provide technical advice to improve day-to-day business performance. • Ensure compliance with system standards.

External

Who	Why
Vendor support and consultancy	• Collaborate with support channels and professional services engaged to assist in the implementation and operation of platforms.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that have a high level of impact on the immediate work area and the potential to impact more broadly on agency operations and externally.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Designated Manger Platforms

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree in relevant discipline or equivalent skills, knowledge and experience.
3. Knowledge of and experience working with agile software development methodologies.

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.

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
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept

|	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	Intermediate

Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Development and Implementation – Installation and integration**	**Systems integration and build (SINT)** Provides technical expertise to enable the configuration of software, other system components and equipment for systems testing. Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured. Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system. Recommends and implements improvements to processes and tools.	**Level 4 (SINT)**
	Delivery & Operation – Service Operation	**Systems software (SYSP)** Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software.	**Level 4 (SYSP)**
	Delivery & Operation – Service Operation	**Problem Management (PBMG)** Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.	**Level (PBMG)**

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.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept

	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	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
	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	Foundational

Occupational Specific Complimentary Capabilities

Capability group/sets	Capability, Sub-category and Skills	Level
IIIII SFIA	**Development and Implementation – System Integration & build Installation and Integration**	**Level 4 SINT**
	Delivery & operation - Change management Service Transition	Level 4 CHMG
	Delivery & Operation – System software Service Operation	**Level 4 SYSP**
	Delivery & Operation – Security Administration Service Operation	Level 4 SCAD
	Delivery & Operation – Problem Management Service Operation	**Level 4 PBMG**