

Role Description

Asset Management Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Digital.NSW and Customer Service ICT / NSW Telco / Technology
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	313112
PCAT Code	1226068
Date of Approval	December 2019

Primary purpose of the role

Develop, maintain and promote the efficient and effective operation of the business and promote IT hardware and software information and configuration procedures, policies and management database for IT assets.

Key accountabilities

- Assist in the whole lifecycle of asset management process from development, implementation to maintenance to facilitate asset service management across the portfolio within the business requirements
- Provide ongoing support and maintenance the Business asset management system to ensure efficiency of the operating system across the Division
- Establish documenting and maintaining the IT asset database for software and hardware assets, configuring IT assets and generating reports on their status to measure and improve the quality system and determine Service Level Agreements to meet various business requirements
- Create, modify and maintain policies and procedures for the acquisition, recording, deployment, reconciliation and use, disposal and loan to ensure all IT assets are effectively managed
- Raise submissions for purchase or lease of software and IT hardware and ensure all the license agreements on hardware and software are kept up to date
- Monitor software acquisition, usage and licensing obligations and maintain a database on the licensing details of all software and authorise software requests by clients

Key challenges

- Ensuring that the asset management is kept up-to-date given the amount of software and hardware movements across diverse and dynamic technologies, platforms and applications to ensure efficiency while maintaining the integrity of the service
- Understanding the complexity and application of software license agreements to ensure Service Level Agreements are met within the frameworks established under departmental and divisional requirements

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues, keep informed, advise and receive instructions
Work Team	<ul style="list-style-type: none"> Support team, work collaboratively to contribute to achieving multiple teams business outcomes Participate in meetings to obtain work group perspective and share information
Client/Customer	<ul style="list-style-type: none"> Develop and maintain effective working relationships to support management, staff and clients / customers Liaise with business units and provide information and education regarding relevant practices and standards of asset management
External	
Customers / Stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships with external stakeholders Address/respond to queries where possible, or redirect relevant party for review and resolution Contribute to a client-focused approach to service delivery Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues
Suppliers/Vendors	<ul style="list-style-type: none"> Establish relationships for purchasing, lease renewal, disposal and licencing matters, and asset management/control

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, Infrastructure

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service delegations

Essential requirements

Current NSW Driver's License





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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for Information Age (SFIA). The capability set is available at 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
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Occupation / profession specific capabilities		
Capability Set	Category and Sub-category	Level and Code
 SFIA	Delivery and Operation, Service Transition, Asset Management	Level 4 - ASMG
	Relationships and Engagement, Stakeholder Management, Sourcing	Level 4 - SORC
	Relationships and Engagement, Stakeholder Management, Supplier Management	Level 3 - SUPP

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
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Business Enablers Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management Conduct delegated purchasing activities, complying with prescribed guidelines and procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

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

Category and Sub-category	Level and Code	Level Descriptions
Delivery and Operation, Service Transition	Level 4 - ASMG	Asset management Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software
Relationships and Engagement, Stakeholder Management	Level 4 - SORC	Sourcing Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes, for example, open market or collaborative framework. Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared. Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance. Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements..