

Role Description

Software Analyst – SQL and BI

Agency	Office of the Director of Public Prosecutions
Division/Branch/Unit	Corporate Services, IM&T Branch
Location	Sydney
Classification/Grade/Band	Prosecution Officer (Admin) Level 5
ANZSCO Code	262111
PCAT Code	1226592
Date of Approval	16 December 2019
Agency Website	www.odpp.nsw.gov.au

Agency overview

The Office of the Director of Public Prosecutions (ODPP) provides an independent, efficient, fair and just prosecution service for the people of New South Wales. Its vision is to be a dynamic prosecution service recognised for its excellence and leadership. It acts in the public interest for NSW Parliament, the Judiciary, the Courts, Police, victims, witnesses, accused persons and other stakeholders in the criminal justice system and the community.

The Corporate Services division provides a wide range of management services to the organisation specialising in the key areas of finance, human resources, procurement, information technology, training, and asset management. The Division strives for and is committed to excellent customer support to the ODPP and its key stakeholders.

Primary purpose of the role

The role is primarily responsible for the Data Warehouse, SQL Databases and Cognos tools which deliver centralised organisational reporting and information integration services.

In addition the role will also assist the wider Software Services team which includes the management, operations and development of core enterprise applications across the ODPP.

Key accountabilities

- Development and management of Microsoft Data Warehouse including ETL, SSRS and SSIS.
- Development and management of BI (Cognos, Power BI) reporting and framework models to meet the business requirements.
- Creating and producing customised reports requested and approved by management.
- Providing expert support for the investigation and resolution of problems concerning data and databases of core ODPP business applications.
- Monitoring and optimising the performance of the application databases.

Key challenges

- Translating the business reporting requirements into technical solutions that support the ongoing operations and challenges of the business.
- Managing the workload to meet with the competing requirements for technical support, operational needs and project related activities.
- Keeping up with rapid changes in terms of products and technology for internal and external processes.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed and receive directions.
Work teams	<ul style="list-style-type: none"> • Support team and work collaboratively. • Participating in meetings to obtain feedback and share information.
Business users, management and executives	<ul style="list-style-type: none"> • Resolve technical issues and provide information and reports as requested in a timely manner.
External	
Justice Cluster agencies, other Government departments or external organisations	<ul style="list-style-type: none"> • Provide technical support in resolving issues and problems related to data and/or communications.
Contractors	<ul style="list-style-type: none"> • Escalate unresolved problems requiring external technical support. • Manage the resolution of issues and problems requiring external technical support.

Role dimensions

Decision making

The position holder is responsible for the availability and integrity of the database that serve the core business applications (e.g. CASES, SAP, BI, DW) and is therefore required to make prompt and critical technical decisions to resolve immediate problems with the availability, performance or integrity of the databases. The position holder also makes independent technical and scheduling decisions arising from the day-to-day data and database administration tasks that this position performs (e.g. indexing needs, error logs, data corrections, performance reports).

Reporting line

Reports to Manager Software Services

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

1) Qualification and industry experience in:

- MS SQL and standard database administration tools;
- designing data warehouse data sets for flexibility, usability, and performance;
- creating and maintaining SSIS packages;
- SSRS report writing; and
- developing and maintaining technical documentation, standards and procedures.

2) Advanced skills in ETL, SSRS, SSIS and stored procedures.

3) Advanced skills in BI tools (Cognos Report Studio, Workspace Advance, Framework Manager and Administrator, Power BI, DAX, Powershell).

4) Strong data and business analytical skills, with proven ability to quickly gain sound understanding of business practices.

5) Strong development and production DBA skills to build an effective database environment to support the creation, availability, usability, performance and ongoing maintenance of internal applications.

6) Sound communication, negotiation and presentation skills to deliver excellent customer service and manage stakeholders.

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](#).


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

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	_____	_____
	_____	_____
	_____	_____

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 Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
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
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Support compliance with the records, information and knowledge management requirements of the organisation

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

Category and Sub-category	Level and Code	Level Descriptions
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