

# Role Description

## Specialist Business Systems Support



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Operations Delivery / Network Operations
Location	Sydney
Role Grade or Band	RC6
Senior Executive Work Level Standards	Professional / Technical / Specialist
Kind of Employment	Permanent Full Time
Role Number	P/ID 51017236
ANZSCO Code	262100
PCAT Code	1229192
Job Code	81000367
Health Assessment Category - Safety	Non Rail Safety Worker
Vision	N/A - Cat 4 Only
Hearing	N/A - Cat 4 Only
Date of Approval	May 2019
Agency Website	<a href="http://www.sydneytrains.nsw.gov.au">www.sydneytrains.nsw.gov.au</a>

### Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

### Primary purpose of the role

The primary purpose of the role is to provide an expert level of user/systems administration and business support to our enterprise system, Rail Emergency Management (REM) System/Electronic Train Graph and other network operations specific systems. The role is further responsible in ensuring the continuity of current and future systems through ongoing system management, identification and management of functional enhancements, data reporting, manage User Acceptance Testing of end to end suite of applications, preparation of Business Requirements Specification, ensuring the delivery of high quality level of service to our internal and external customers.

## Key accountabilities

- Support the day to day operations of the new system REM/ETG, there is a need to scale up the Reliability and Business Support team within the Network Operations division to provide Business Functional Support and IT Non Functional Support
- Provide first level user support, and Incident Management including User Provisioning
- Data Configuration Maintenance as well as understanding of different downstream systems integration
- Responsible for User Acceptance Testing, including preparation, review and sign-off of Test Deliverables (Test Cases/Scenario, Test Summary Report) for porting of the system to Production
- Knowledge management to upskill and maintain team's knowledge of the system including update of business documentation
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

## Key challenges

- Competing priorities and associated time management to ensure all deadlines are met efficiently with quality documentation
- Coordination of multiple functional groups understanding how system change/s affect system interfaces and business processes, managing planning and decision making processes
- Developing effective on-going relationships with key stakeholders within various business divisions

## Key relationships

Who	Why
<b>Internal</b>	
Manager Reliability Improvement (Direct Manager)	<ul style="list-style-type: none"><li>• Escalate issues, keep informed, advise and receive instructions</li><li>• Provide regular updates on key projects, issues, and priorities</li><li>• Contribute to planning, policy development and decision making</li></ul>
IT Project Managers; Project Team; Business Relationship Managers; IT/HCL Technical Specialists; REM Business Support Team	<ul style="list-style-type: none"><li>• Develop and maintain effective working relationships with a range of stakeholders for IT Project Delivery Support and Service</li><li>• Work collaboratively with IT for system issue resolution, system deployments, non-functional IT support tasks, submission and sign-off of test deliverables</li><li>• Work collaboratively with other team members, exchange information and assist other team members to achieve team objectives and work outcomes</li></ul>
Business Groups and System End Users	<ul style="list-style-type: none"><li>• Develop key relationships and provide expert advice on user and system issues, and business processes</li><li>• Manage User Acceptance Testing and business user briefing on system changes</li><li>• Provide adhoc reporting and data extract as required by different business groups</li></ul>

Who	Why
<b>External</b>	
NSW Trains, Transport for NSW	<ul style="list-style-type: none"> <li>Build collaborative working relationships and liaise for service delivery and service level performance management</li> </ul>
Vendors/Suppliers/Providers	<ul style="list-style-type: none"> <li>Establish and proactively maintain effective stakeholder and partner relationships to resolve routine issues, drive strategic opportunities and implement change</li> </ul>

## Role dimensions

### Decision making

As per the delegations for the role

### Reporting line

The role reports to the Manager Reliability Improvement, Network Operations

### Direct reports

The role has no direct reports

### Budget/Expenditure

There is no budget allocation for this role

## Essential requirements





Tertiary qualifications in IT or related discipline

## 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)

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

## 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> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <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 a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>• Present with credibility, engage varied audiences and test levels of understanding</li> <li>• Translate technical and complex information concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Actively listen and encourage others to contribute inputs</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>• Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>• Take account of the wider business context when considering options to resolve issues</li> <li>• Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>• Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b> Technology	Adept	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Identify opportunities to use a broad range of communications technologies to deliver effective messages</li> <li>• Understand, act on and monitor compliance with information and communications security and use policies</li> <li>• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business</li> <li>• Support compliance with the records, information and knowledge management requirements of the organisation</li> </ul>