

Role Description

Systems Solutions Coordinator



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Train Crewing & Support/Resource Planning and Assurance/Operational Systems
Location	Sydney
Classification/Grade/Band	RC5
Senior Executive Work Level Standards	Professional/Technical Specialist
Kind of Employment	Permanent Full-Time/Salaried
Role Number	
ANZSCO Code	511112
PCAT Code	1222365
Job Code	81000367
Health Assessment Category - Safety	Category 4
Vision	Nil
Hearing	N/A – Cat 4 Only
Date of Approval	xxx
Agency Website	www.sydneytrains.nsw.gov.au

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 role of Systems Solutions Coordinator is to provide day to day systems support to mobile device users throughout Train Crewing and Support (TCS) Directorate.

The role is responsible for coordinating all mobility-related device deployment, training, delivery of system enhancements and new apps, managing upgrades and ongoing device replacements as well as facilitating the delivery of procurement, service and business requirements.

Key accountabilities

- Provide onsite support to end users to setup mobile devices in readiness for Day of Operations
- Maintain sustainability and user functionality of key internal and external transport apps
- Mitigate risks and ensure seamless transitions for end users for software and application updates
- Develop, coordinate and deliver mobility devices training to end users on a timely basis

- Maintain hardware stock, currency of asset register and device upgrade programs as required
- Coordinate the production and distribution of communications, quick reference guides and the crew mobility Intranet support page
- Monitor and analyse iPad usage trends to identify reliability improvement opportunities for current crew apps and the creation of new apps for mobility services and ongoing support for all system users
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- 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

- Managing the mobility device deployment and support workload in peak times in a dynamic operational environment with competing priorities
- Supporting and providing technological based solutions to a wide range of end users with varying technology support teams including IT

Key relationships

Who	Why
Internal	
Systems Solutions Lead	<ul style="list-style-type: none"> • Receive guidance and direction • Consult and provide accurate advice and information • Engage and seek support and ensure that all perspectives and implications are considered in decision making
Internal Stakeholders	<ul style="list-style-type: none"> • Provide customer service and respond to mobility requests in a timely manner
External	
TfNSW – Group Rail IT	<ul style="list-style-type: none"> • Resolution of technology issues, identification of opportunities

Role dimensions

Decision making

This role is fully accountable for mobility device deployment and support.

Independent decision making requirements of the role include:

- Training mobility support services as required
- Coordination and supervision of Mobility Trainers (Guard/Driver Trainers) for training course delivery and intensive support campaigns (e.g. new app rollouts)

Collaborative decision making requirements of the role include:

- Prioritisation of tasks with Systems Solutions Lead
- System enhancements and deployment
- Support mechanisms

Reporting line

Systems Solutions Lead

Direct reports

Nil

Budget/Expenditure

TBC

Essential requirements

- Tertiary qualification in a business/IT orientated discipline, or relevant experience
- Experience in mobile device asset management and technical user support





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

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

Focus capabilities

The behavioral indicators provide examples of the types of behaviors 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		
Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships		
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and other's non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships		
Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships		
Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work
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 other's 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 options 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
Results		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team/unit goals, strategies and plans Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses

Group and Capability	Level	Behavioural Indicators
Business Enablers	Technology	<ul style="list-style-type: none"> • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
		<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies