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| **Cluster** | Planning & Environment |
| **Agency** | Museum of Applied Arts and Sciences |
| **Division/Branch/Unit** | Corporate Resources |
| **Location** | Ultimo NSW |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 135199 |
| **PCAT Code** |  |
| **Date of Approval** | July 2019 |
| **Agency Website** | maas.museum |

Agency overview

***A catalyst for creative expression and curious minds***

The Museum of Applied Arts and Sciences (MAAS) is an executive agency of the New South Wales State Government. Embodying the best of design ingenuity and innovation, the Museum profiles one of the world’s great collections and is a highly successful interdisciplinary institution that sits at the intersection of the arts, design, science and technology and plays a critical role in supporting the brand and vision of the city.    
   
Access to the Museum’s exceptional collection is a cornerstone of the vision, opening up opportunities for engagement, participation and research. Deepening audience engagement, bringing the collections to life through hands on experiences and offering a variety of pathways through ideas and information is key to the delivery of our programs for people of all ages.

MAAS currently operates three sites, the Powerhouse Museum in Ultimo, Sydney Observatory in Millers Point and Museums Discovery Centre in Castle Hill. In April 2018, the NSW Government announced the largest investment in museum infrastructure in Australia’s history, which will enable MAAS to expand its operations, and will ensure the Museum and its collection remain a critical part of our local and global communities for centuries to come.

A new, world-class flagship MAAS campus will be built in Parramatta, opening in 2023, and the Museums Discovery Centre will be expanded by 35%. Further planning is also underway for cultural spaces at Ultimo, which include a MAAS-led design and fashion museum.

# Primary purpose of the role

The Enterprise Solution Architect is responsible for the development of the technology solutions and mapping the business requirements to systems/technical requirements to ensure they are in line with the MAAS architectural plan. They ensure high availability systems, compliance with organisational and whole-of-government policies, sector best-practice security, and work to ensure service standards are met. The role manages ongoing development, implementation and review of enterprise solutions to ensure they meet changing organisational needs efficiently and effectively.

# Key accountabilities

* Contribute to the management and strategic planning processes for delivery and support of ICT systems and ensure compliance with statutory and legislative requirements and effective risk management procedures are in place.
* Manage the provision of enterprise solutions to deliver high quality services, which enable the Museum to run efficiently, and uninterrupted in providing client service and ensure the provision of a high standard of internal and external customer service.
* Develop, review, interpret and respond to detailed business requirements specifications (BRS) to ensure alignment between customer expectations and current or future ICT capability
* Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture and maximise the return on technology investment
* Within the agreed enterprise architecture, define and design technology solutions to assist the business in meeting their business objectives
* Develop, test and implement technology solutions and report on delivery commitments to ensure solutions are implemented as expected and to agreed timeframes

# Key challenges

* Identify system, infrastructure and project interdependencies and balance competing demands to ensure project deliverables are achieved
* Contributing to the development business continuity strategies to ensure systems are able to handle current and future client requirements and that the Museum can secure and retrieve systems if required.
* Working collaboratively with Museum staff who are physically distributed across sites and developing and maintaining stakeholders and relationships to align to MAAS strategies and business needs.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions * Provide advice and recommendations on issues related to development and implementation of innovative technological solutions. |
| Work team | * Inspire and motivate team, provide direction and manage performance * Guide, support, coach and mentor team members * Review the work and proposals of team members * Encourage team to work collaboratively to contribute to achieving the team’s business outcomes |
| Clients/customers | * Resolve and provide solutions to issues * Work collaboratively with teams across the museum to deliver digital visitor experiences |
| **External** |  |
| External agencies & vendors | * To manage technical partnerships and collaboration with external agencies and vendors. |

**Role dimensions**

**Decision making**

This role:

* Has a high level of autonomy and is accountable for delivery of systems and projects across MAAS, working to develop significant new strategic partnerships, relationships and activities.
* Refers to supervisor for decisions that require significant change to strategic approach; that are likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits.
* Plans, leads and organises the work of the team to achieve agreed business objectives and performance criteria.
* Submits reports, analysis, briefing and other forms of advice in final form.
* Maintains working relationships with key stakeholders across government to ensure alignment to policy and sector best practice.

**Reporting line**

* ICT Manager

**Direct reports**

* Enterprise Solutions Assistant

**Budget/Expenditure**

Nil

**Requirements**

* Relevant tertiary qualifications in Computer Sciences / Information Technology and Management disciplines, or equivalent industry experience.
* Demonstrated experience in enterprise applications, solution development, implementation and support.
* Sound working knowledge of contemporary software development practice and methodologies.

# 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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/access-the-capability-framework/the-capability-framework)

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/ict-professionals)

## 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** |
|  | Display Resilience and Courage | Adept |
| Act with Integrity | Intermediate |
| **Manage Self** | **Adept** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Adept |
|  | Deliver Results | Adept |
| Plan and Prioritise | Adept |
| **Think and Solve Problems** | **Advanced** |
| Demonstrate Accountability | Adept |
|  | Finance | Intermediate |
| **Technology** | **Advanced** |
| Procurement and Contract Management | Intermediate |
| **Project Management** | **Adept** |
| People Management | **Manage and Develop People** | **Intermediate** |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Foundational |
| Manage Reform and Change | Foundational |

| Occupation / profession specific capabilities | | |
| --- | --- | --- |
| **Capability Set** | **Category, Sub-category and Skill** | **Level and Code** |
| Skills Framework for the Information Age logo | **Strategy & Architecture, Technical Strategy & Planning, Solution Architecture** | **Level 5 – ARCH** |
| **Solution Development & Implementation, Systems Development, System Design** | **Level 5 – DESN** |
| Strategy & Architecture, Business Strategy & Planning, Innovation | Level 5 - INOV |

## 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 | Adept | Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate a high level of personal motivation |
| **Relationships**  Communicate Effectively | Adept | Tailor communication to the audience  Clearly explain complex concepts and arguments to individuals and groups  Monitor own and others’ 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 |
| **Results**  Think and Solve Problems | Advanced | Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues  Work through issues, weigh up alternatives and identify the most effective solutions  Take account of the wider business context when considering options to resolve issues  Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements  Implement systems and processes that underpin high quality research and analysis |
| **Business Enablers**  Technology | Advanced | 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 |
| **Business Enablers**  Project Management | Adept | Prepare clear project proposals and define scope and goals in measurable terms  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Prepare accurate estimates of costs and resources required for more complex projects  Communicate the project strategy and its expected benefits to others  Monitor the completion of project milestones against goals and initiate amendments where necessary  Evaluate progress and identify improvements to inform future projects |
| **People Management** Manage and Develop People | Intermediate | Ensure that roles and responsibilities are clearly communicated  Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks  Develop team capability and recognise and develop potential in people  Be constructive and build on strengths when giving feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolution of issues |

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) | | |
| --- | --- | --- |
| **Category and Sub-Category** | **Level and Code** | **Level Descriptions** |
| **Strategy & Architecture**  Technical Strategy & Planning | Level 5  ARCH | **Solution Architecture (ARCH) -** Uses appropriate tools, including logical models of components and interfaces, to contribute to the development of systems architectures in specific business or functional areas. Produces detailed component specifications and translates these into detailed designs for implementation using selected products. Within a business change programme, assists in the preparation of technical plans and cooperates with business assurance and project staff to ensure that appropriate technical resources are made available. Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices are applied correctly. |
| **Strategy & Architecture**  Technical Strategy & Planning | Level 5  DESN | **System Design (DESN) -** Specifies and designs large or complex systems. Selects appropriate design standards, methods and tools, consistent with agreed enterprise and solution architectures and ensures they are applied effectively. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Contributes to policy for selection of architecture components. Evaluates and undertakes impact analysis on major design options and assesses and manages associated risks. Ensures that the system design balances functional, service quality and systems management requirements. |