Role Description
Senior ICT Engineer

Cluster	Department of Customer Service
Agency	Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10; Service NSW Award Grade 9/10
ANZSCO Code	263212
PCAT Code	1226468
Date of Approval	January 2020

Primary purpose of the role

Contributes to the planning and development and delivery of high-quality, reliable, reusable and maintainable ICT / Digital systems and/or networks to support the delivery of strategic objectives for the Organisation and/or partner agencies.

Key accountabilities

- Contributes technical expertise to develop, deliver, build and enhance the quality of solutions, applying appropriate security controls, that are fit for purpose and in alignment with ICT / Digital strategy
- Deliver high level options, conceptual approaches, technical recommendations and estimates to support the transition of system designs into operation the meet customer needs
- Collaborate with key stakeholders to deliver valuable working software / Digital solutions for customers
- Support end-to-end development through build, release, maintenance and enhancement, to deliver high quality products, systems, processes, technologies and/or services which are thoroughly tested and optimised
- Provide expert support and assistance for the design and testing of products and/or systems, to improve quality, reduce operational risk and ensure compliance against agreed standards and guidelines
- Manage change across the function to ensure effective processes are in place that support the adoption of new trends, developments, and technologies to deliver highly scalable systems across multiple components of the network
- Contribute to the development and maintenance of support strategies, operational standard procedures, performance strategies, and configuration practices and processes to support consistency of practice

Key challenges

- Balance competing customer, business and technical demands to ensure agreed deliverables are achieved given the complexity, size and scale of an environment which continually challenges the technical capability boundaries
- Working collaboratively with platform, release teams and other specialists to achieve the best/most efficient outcome while effectively driving change within the Organisation

- Being flexible with work availability in order to deliver business functionalities within a high-pressure work environment and tight timeframes

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions • Inform on agreed engineering approach • Identify risks, opportunities and emerging and contentious issues to facilitate informed decision making • Conduct/participate in meetings to represent work group perspective and share information
Work Teams	• Provide clear and consistent communication to teams to ensure consistent execution of architectural/IT/Digital strategy. • Support team members to work collaboratively to achieve business outcomes including executing strategy • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information
Customers/Stakeholders	• Provide a customer-focused approach to service delivery • Communicate with business stakeholders on technology subjects in a business context • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues • Address/respond to queries to provide advice where possible or redirect to relevant party for review and resolution
External	
Customers/Stakeholders	▪ Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required ▪ Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards ▪ Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues
Industry professionals/ consultants	▪ Collaborate with and seek/maintain specialist knowledge/advice ▪ Participate in forums, groups to represent the agency and share information ▪ Participate in discussions regarding innovation and best practice

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Product Manager / Manager / Principal ICT Engineer

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Nil

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 the 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.

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

Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
SFIA	**Development and Implementation - Systems Development, Programming/Software Development**	**Level 5 – PROG**
	Delivery and Operations – Service Operation, Incident Management	**Level 5 - USUP**
	Development and Implementation - Systems Development, Testing	Level 4 - TEST
	Development and Implementation - User Experience, User Experience Evaluation	Level 4 - USEV

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 Display Resilience and Courage	Adept	• 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	• 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
Relationships Commit to Customer Service	Adept	• 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	• 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	Intermediate	• 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
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

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• 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

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and **Sub-category**	**Level and** **Code**	**Level Descriptions**
Development and Implementation, **Systems Development**	**Level 5 - PROG**	**Programming/software Development -** Takes technical responsibility across all stages and iterations of software development. Plans and drives software construction activities. Adopts and adapts appropriate software development methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Measures and monitors applications of project/team standards for software construction including software security. Contributes to the development of organisational policies, standards, and guidelines for software development.
Delivery and Operations – **Service Operation**	**Level 5 – USUP**	**Incident Management -** Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.

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