Role Description
ICT Operations Officer

Cluster	Premier and Cabinet
Agency	Infrastructure NSW
Division/Branch/Unit	Finance and Operations
Location	Sydney
Classification/Grade/Band	INSW Grade 5
ANZSCO Code	133112
PCAT Code	3228323
Date of Approval	4 February 2021
Agency Website	www.infrastructure.nsw.gov.au

Agency overview

Infrastructure NSW provides specialist advice to the NSW Government on infrastructure investment and prioritisation. We are an independent statutory agency, established under the Infrastructure NSW Act 2011. Infrastructure NSW's core functions include providing independent and strategic advice to ensure infrastructure investment decisions are underpinned by robust assessment and long term planning; monitoring NSW's infrastructure program through independent reviews and expert analysis; recommending infrastructure projects to the NSW Treasurer for funding from the Restart NSW fund; and managing the procurement and delivery of nominated priority projects.

Primary purpose of the role

The ICT Operations Officer provides quality technical support and service delivery for the day to day operations of INSW ICT systems while maintaining a high level of customer satisfaction. The ICT Operations Officer supports the Senior ICT Operations Officer in the day to day running of the ICT functions. The ICT Operations Officer contributes to the implementation of the INSW ICT Strategy and Road Map to meet current and future agency needs and supports the smooth operation of ICT in alignment with INSW business objectives.

Key accountabilities

- Assist in the day to day operation of ICT services, to maintain the protection of information and reliability of service delivery and ensure the operational integrity of ICT systems
- Provide ICT system inductions, training and onsite / remote support and troubleshooting to staff on a wide range of ICT functions including SCCM, Microsoft Office 365 and Azure, networks, WiFi, Meeting Room AV, Objective ECM and Microsoft Teams
- Liaise with internal and external stakeholders to provide technical support on products, systems and configurations
- Proactively identify business risks and opportunities to continually improve efficiency and effectiveness
- Support the team in managing ICT systems and service providers including logging, monitoring and resolving ICT difficulties to ensure prompt response and continuous service improvement
- Assist with drafting clear IT communications, instruction manuals, and other systems and network documentation.

Key challenges

- Managing workload and competing priorities in order to meet the demands and expectations of multiple stakeholders
- Maintaining strong, effective and sustainable relationships with internal business partners and external vendors.

Key relationships

Who	Why
Internal	
Senior ICT Operations Officer	▪ Receive direction and support ▪ Escalate issues where required, keep informed, advise and receive instructions ▪ Report on project and risks regularly
Work team	▪ Participate in meetings to represent work group perspective and share information ▪ Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	▪ Resolve issues promptly within agreed timeframes and provide solutions to problems
External	
Vendors/service providers	▪ Participate in the negotiation and recommendation of contracts and service agreements ▪ Contact to provide / gather information and resolve routine issues
Suppliers	▪ Research and procure new systems / upgrades to ensure systems and hardware are properly supported and maintained.

Role dimensions

Decision making

The ICT Operations Officer operates with some level of autonomy, makes day-to-day decisions relating to work priorities and workload management under the guidance of the Senior ICT Operations Officer. The role is accountable for the quality, integrity and content accuracy of advice provided.

Reporting line

The ICT Operations Officer reports to the Senior ICT Operations Officer.

Direct reports

Nil

Essential requirements

- Tertiary qualifications in ICT or strong equivalent experience in a relevant IT industry / technical support environment
- Strong experience and technical knowledge in the provision of ICT solutions, and technical support.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment. The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/ sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience & Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations.	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences.	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what's important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept

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Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness.	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements.	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. NB: Although capabilities listed as 'not essential' for this role are not relevant for recruitment purposes, they may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
	Service Management, Service Operation, Service desk and incident management	**Level 4 – USUP**
	Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	**Level 4 – HSIN**
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	**Level 4 – METL**
	Procurement and Management Support, Supply Management, Supplier Relationship Management	Level 4 – SURE

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

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 4 – USUP	Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures.
Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning	Level 4 – HSIN	Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.
Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	Level 4 – METL	Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.