

Role Description

IT Shift Operator

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services / Group IT
Location	Eveleigh, Green Square & Macquarie Park
Classification/Grade/Band	Grade 6
Role Number	51018915, 51018916, 51018917, 51018918
ANZSCO Code	313199
PCAT Code	1119192
Date of Approval	20/09/2019
Agency Website	http://www.transport.nsw.gov.au

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a \$41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

Primary purpose of the role

The primary purpose of the role is to monitor IT events and systems, as well as a defined level of incident and change management activities for IT Infrastructure and Application Services for the benefit of the Transport Cluster. The role is responsible for monitoring events, incidents and changes adhering to ITIL principles and ensuring suppliers are monitoring their respective environments as per contract to agreed service levels and to pro-actively assist in reduction of service impacts across Infrastructure and Applications.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Use monitoring tools and systems to oversee Supplier/Agency monitored events and alerts for services across IT Infrastructure and Applications to ensure they are being managed and act when required to address issues with service delivery /availability.
- Ensure correct level of escalation and focus is applied for IT services suffering disruptions to minimise service impact and duration.
- Monitor defined level of change management activity to ensure changes flow smoothly and to act/escalate when required to resolve issues or avoid unwarranted impacts to services

- Create and maintain documentation, processes and procedures for the Operations Bridge, ensuring consistency with Quality Standards. Follow a cycle of continual service improvement to identify gaps and deficiencies then act to improve them.
- Interact with Suppliers, Agencies and internal staff to assist with management of impacting events.

Key challenges

- Develop and maintain detailed knowledge of multiple complex platforms, applications and technologies to enable effective visibility and management of service availability
- Manage IT service expectations across multiple Suppliers, Agencies and internal IT support teams with varying opinions, skills and motivation to provide positive availability outcomes for IT Services across Infrastructure and Applications
- Assist with effective and timely communications across Suppliers, Cluster Agencies and the Group IT Organisation.

Key relationships

Who	Why
Internal	
IT Operations Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive objectives / instructions • Provide regular updates on issues, priorities • Provide daily shift log / summary of shift activities
Operations Bridge Team Members	<ul style="list-style-type: none"> • Work collaboratively within the Team, exchange information and assist other team members to achieve objectives contributing to the shared success of the Team
Major Incident Management Team (MIM), Change & Configuration Management	<ul style="list-style-type: none"> • Work collaboratively to facilitate service issue resolution and improve service outcomes especially in incident, change & configuration activities
Clusters Agencies - eg: Sydney Trains, NSW Trains, RMS, STA	<ul style="list-style-type: none"> • Provide updates and feedback on service issues • Enhance efficiency and quality of service, to improve level of knowledge • Foster and build positive relationships
Support Groups (in Group IT and Agencies)	<ul style="list-style-type: none"> • Govern, escalate and coordinate the execution of event, incident and change activities and processes across support groups
IT Operator Team Lead	<ul style="list-style-type: none"> • Take work direction and advice to ensure shift operations activities are executed effectively.
External	
Suppliers / Vendors	<ul style="list-style-type: none"> • Facilitate event / alert / assigned change incident management activities • Maintain positive relationship

Role dimensions

Decision making

As per delegation of the role

Reporting line

The role reports to the IT Operations Manager in Group IT, Corporate Services

Direct reports

This role has no direct reports

Budget/Expenditure

This role has no budget / expenditure responsibilities

Essential requirements

This role is an onsite shift work position monitoring IT Services 7 days per week, 24 hours per day

Incumbents must understand they will be working shifts in a 24 x 7 rotating shift environment, in an ongoing basis.

Previous shift experience within IT Operations of large complex multi supplier environments supporting real time critical applications using a variety of monitoring and ITSM tools

Knowledge of and experience with IT infrastructure services and technologies including Data Centre and Compute Platforms and products, collaboration and productivity suites, and network services (voice, mobile, data)

ITIL Foundations certification

Experience with Event/Alert monitoring, exposure to Major Incident Management and Change Management

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](#).


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

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Delivery & Operation, Service Operation, IT Infrastructure	Level 4 – ITOP
	Delivery & Operation, Service Operation, Incident Management	Level 4 - USUP
	Delivery & Operation, Service Transition, Change Management	Level 4 - CHMG

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	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
Display Resilience and Courage		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> 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	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 option 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
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		and communications security and use policies
		<ul style="list-style-type: none">• Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business• Support compliance with the records, information and knowledge management requirements of the organisation

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

Category and Sub-category	Level and Code	Level Descriptions
Delivery & Operation, Service Operation, IT Infrastructure	Level 4 – ITOP	Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments. Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers.