

SAP GOVERNANCE, RISK, COMPLIANCE (GRC) ADMINISTRATOR

BRANCH/UNIT	Systems Group / Solution Delivery		
TEAM	Finance & HR Systems portfolio		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 9		
POSITION NO.	TBA		
ANZSCO CODE	261111	PCAT CODE	1226892
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The SAP - GRC Administrator, is responsible for delivering specialist professional support and consulting services, and solutions to customer/business in the configuration and implementation of the SAP Platform from a GRC perspective.

3. KEY ACCOUNTABILITIES

1. Administer and support GRC Access Control applications that in-turn underpin the Business access needs to ensure an effective governance and risk environment.
2. Identify areas of GRC authorisation improvement to enhance the organisation's access capability and to create a better experience for the end users.
3. Lead the interaction and collaboration with teams in GRC discussions, design and authorisation reviews to ensure effective communication.
4. Determine local and team based GRC standards and techniques and provide advice and guidance as to their use to ensure compliance with standards to maintain the quality of GRC solution.
5. Participate in GRC configuration, tuning and testing as well as production governance and ensure sufficient processes are available to meet projected demands from the business and auditors.
6. Participate in an agile development process, utilizing industry standard tools for issue tracking, version control, and code deployment.
7. Monitor and report on the progress of development projects ensuring that projects are carried out in accordance with agreed architecture, standards, methods and procedures.
8. Resolving Support incidents on a daily basis: Triage, Analysis, root cause resolution
9. Evaluate customer's business needs, thus contributing to the overall strategic planning of SAP systems facilities and technology.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Working with SAP Functionalists to decipher requirements and create solutions that are SAP Aligned, innovative yet resolve the Business needs
- Working with Systems Group and Finance & HR Systems Portfolio leads to determine demand and deadlines that are ultimately sensible and able to be delivered
- Working with multiple competing priorities and demand and yet delivering to committed deadlines with quality

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
SAP Senior Services Lead	<ul style="list-style-type: none"> • Receive leadership, advice and support.
Finance & HR Systems Portfolio Team Members	<ul style="list-style-type: none"> • Ensure solutions and issues are aligned throughout all other SAP modules from a SAP portals perspective.

	<ul style="list-style-type: none"> Co-ordinating project/upgrade/testing activities throughout all other SAP modules.
Other ICT Platform Teams	<ul style="list-style-type: none"> Ensure the Integrated nature of TAFE system are resilient and maintained when change is occurring across the TAFE enterprise.
Business	<ul style="list-style-type: none"> Providing senior level consulting, insights, advice and solutions to your Business customers.
External	
Relevant Vendors e.g. SAP, Ariba, Readsoft, Westpac, Concur etc	<ul style="list-style-type: none"> Co-ordinating and advising of issues and impacts related to the ongoing interactions and service quality between SAP Platforms and the Vendors product

6. POSITION DIMENSIONS

Reporting Line: SAP Senior Services Lead

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

- Degree in relevant discipline or equivalent skills, knowledge and experience.
- Demonstrated experience in SAP coding techniques, tools and strategies.
- Strong technical and functional knowledge across a broad range of SAP Modules, including SAP Finance & Payroll, SAP HR, SAP Ariba, SAP Workflow and SAP Integration.
- Extensive 3rd Level SAP support experience.
- Ability to meet the focus capabilities as outlined in the position description.

8. CAPABILITIES





NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

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Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Deliver Results	Adept
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

FOCUS CAPABILITIES

The focus capabilities for the SAP GRC Administrator 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices. 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 and maintain a high level of personal motivation.
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment. • Share information and learning across teams. • Acknowledge outcomes that were achieved by effective collaboration. • Engage other teams and units to share information and jointly solve issues and problems. • Support others in challenging situations. • Use collaboration tools, including digital technologies, to work with others.
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes. • Make sure staff understand expected goals and acknowledge staff success in achieving these. • Identify resource needs and ensure goals are achieved within set budgets and deadlines. • Use business data to evaluate outcomes and inform continuous improvement. • Identify priorities that need to change and ensure the allocation of resources meets new business needs. • Ensure that the financial implications of changed priorities are explicit and budgeted for.
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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.
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • 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.